

Volunteer Role Description

Thank you for your interest in volunteering with Age Scotland! Please see below an outline of the role and what it involves. If you have any questions, please feel free to get in touch on **0333 32 32 400** or email: volunteering@agescotland.org.uk

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| Volunteer Role Title: | Information Administration Volunteer |
| Department Name: | Information, Advice and Friendship |
| Job title of volunteer supervisor: | Helpline Manager |
| Purpose of the role: | <p>The Age Scotland Information Team produces guides for older people and those who support them, on a range of topics.</p> <p>This role involves collating and preparing the guides ordered by callers to our helpline for postage, therefore you must be able to work at our Edinburgh office.</p> |
| Time Commitment: | We ask for a time commitment of around 3 hours per week for this role. The day and time can be arranged for mutual convenience. |
| Duties: | <ul style="list-style-type: none"> ▪ Accessing orders on our computer system ▪ Collating, packaging and addressing the orders ready for postage ▪ Recording when the guides were sent out on our computer system ▪ Other administration tasks agreed by you and the Helpline Manager ▪ Agreeing and complying with Age Scotland's policies and procedures ▪ Where possible, giving the Helpline Manager advance notice of any absence ▪ From time to time, providing feedback and completing further training as necessary to support you and your volunteering role |
| Required Skills and Abilities: | <ul style="list-style-type: none"> ▪ Work in an organised and accurate manner ▪ Communicate effectively with colleagues ▪ Have a good understanding and knowledge of IT ▪ Have the ability to volunteer independently ▪ Must be over 18 years of age ▪ Can commit to at least 3 hours per week, for a minimum of six months ▪ Be able to attend our Edinburgh office to carry out this role |

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| Training and Support: | <p>If successful, you will be invited to a training session which will cover the work of Age Scotland, policies and procedures and your role as volunteer.</p> <p>You will have weekly/bi-weekly ongoing support provided by the Helpline Manager.</p> <p>After one month of volunteering for Age Scotland, a review session will be arranged to see whether the role is meeting your expectations and the needs of Age Scotland, and to consider alternative volunteering opportunities if necessary.</p> |
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Thank you for taking the time to consider this role. If you have any questions, please call **0333 32 32 400** or email: volunteering@agescotland.org.uk

We hope to hear from you soon!