

## **Job Description**

<b>Job title:</b>	<b>Volunteer Administrator</b>
<b>Organisation:</b>	Royal Borough of Kensington and Chelsea
<b>Department:</b>	Housing Commissioning
<b>Days of post:</b>	Flexible - to be discussed
<b>Hours:</b>	15 hours per week

## **Purpose of the Job**

You will provide administrative support to the Royal Borough's Housing and Employment team. Assisting the team with general administration and customer service duties such as minute-taking, drafting letters and emails, booking appointments, scanning documents, and researching employability resources.

You will assist the team to provide a high quality welfare benefits, employment and training support service for households in Social Housing, Temporary Accommodation and the Private Rented Sector that are impacted by welfare reform.

You will be supported and trained to fulfil the duties of this volunteering opportunity and will also have access to some of the training courses available through the Council's Learning Centre.

All successful candidates will receive an employment reference and support with job applications and interviews.

## **Key Responsibilities**

The Candidate will be expected to:

1. Research, review and update support services available to residents living in Social Housing, Temporary Accommodation and in the private rented sector, within and outside of the borough.
2. Promote and share with our Social Housing, Temporary Accommodation and Private Rented residents a range of employment, training opportunities and other support services via mail shots and other means.



3. Provide administrative support to the Housing and Employment team including minute-taking, printing, photocopying, scanning, maintaining of filing system and making phone enquiries when advised.
4. Manage and maintain the Housing and Employment inbox/diary by checking and answering queries from both internal and external colleagues when advised, and updating records accordingly.
5. Assist the Housing and Employment team in providing effective customer service including arranging appointments with customers, drafting letters and other similar duties.

### **Person Specification**

- Understanding of Equal Opportunities and Data Protection Policies
- Computer skills (MS Word, Excel, Outlook and Internet)
- Understanding and experience of working in a challenging environment
- Ability to work independently and as part of a team
- Experience of providing good customer service
- Ability to implement processes and use own initiative
- Excellent verbal and written communication skills
- All applicants will be subject to a full Disclosure Barring Service (DBS) check

