



## **VOLUNTEER ROLE DESCRIPTION:**

### **Admin Support Volunteer**

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#### **Why get involved with the Royal British Legion (RBL)?**

You don't need to be a Royal British Legion member or have links to the Armed Forces community to volunteer with RBL. You'll be joining the UK's leading Armed Forces charity, the heart of a national network that supports our Armed Forces community through thick and thin – and helping ensure their unique contribution is never forgotten.

#### **How will I make a difference as an Admin Support volunteer?**

The Royal British Legion provides services and support to members of the Armed Forces community, at our offices or in the community. In this role you will be supporting RBL by contributing to the smooth running of a RBL office.

#### **What would I be doing as an Admin Support volunteer?**

This role may involve:

- Answering the telephone and undertaking general administrative tasks.
- Inputting data and maintaining filing systems.
- Supporting the planning and organising of events.
- You may have the opportunity to be involved in sales of Poppy Shop items using the electronic ordering system (no cash handling, if based in a Pop In Centre), which may include restocking products.

#### **What skills and experience would I need, or could I develop?**

- Confident in the use of computers and the internet, particularly Microsoft Office and email.
- Experienced in office systems and routines.
- Able to communicate clearly, both verbally and in writing.
- Able to organise own workload and work to deadlines.
- Committed to acting in line with RBL policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.
- Willing to give a regular commitment of time.

#### **What support will be available to me?**

- A designated person to discuss your volunteering with.
- Training and opportunities for further development.
- A handbook to support your volunteering.
- Day-to-day support from a member of the team.
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

**This role is purely voluntary, and this arrangement is not meant to be a legally binding one, or an employment contract**



## What else do I need to know?

Time commitment	A regular weekly commitment of time, which will be agreed with your volunteer manager.
Training/Resources	Training, as required. Expected to complete mandatory online learning with annual refresher courses.
Expenses	Out-of-pocket travel costs between home and place of volunteering will be reimbursed, and other reasonable expenses agreed in advance.
Extra Information	<p>The minimum age for Admin Support Volunteer is 16 years old. Two* satisfactory references required.</p> <p><i>*If you are already a RBL volunteer or member we will require one reference from your RBL contact.</i></p> <p><b>In order to comply with charity regulations, we reserve the right to carry out additional screening if we consider it appropriate to do so.</b></p>
Covid - 19	RBL Covid-19 secure guidance and risk assessments along with Government guidelines must be implemented/adhered too.

## What are the benefits for me?

- Develop and learn new administration skills in a busy office environment.
- Be part of a committed and friendly team.
- Gain experience and skills to build your CV.
- Make a difference in the Armed Forces community.

## RBL values and behaviours

Does the following describe you?

- Passionate about supporting the Armed Forces community and honouring their contribution.
- Enjoy and thrive in working in teams and with others.
- Have a desire to provide great support in all that you do.
- Committed to being the best you can and to learn and develop new and existing skills.
- An encourager, eager to share your knowledge and experience to help others.

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