



VOLUNTEER ROLE DESCRIPTION:

Support Group Administrator

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

You don't need to be an RBL member or have links to the Armed Forces community to volunteer with us. 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 a Support Group Administrator?

This role is part of the Network for Carers project that will help carers in the Armed Forces community feel less lonely and isolated because of their caring role. You will assist with the administration and preparation of groups that will help carers develop friendships, interests, and opportunities to engage and connect more within their communities through shared memories and experiences.

What will I be doing as a Support Group Administrator?

- Assist with administrative support to the Support Group Facilitator volunteer and Project Officer.
- Support with the creation and coordination of a programme of activities, themes, and events for the group.
- Interact with group attendees, virtually or face to face, ensuring they feel welcome and supported in an inclusive atmosphere.
- Answer queries from support group attendees.
- Input data and support the maintenance of files and systems.
- Help with general administrative tasks.

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

- Ability to communicate clearly with strong inter-personal skills.
- Skilled in building productive relationships with others.
- Confident use of IT including use of the internet, emails and video calling services (Microsoft Teams).
- Competent in organising own workload and managing deadlines.
- A commitment to acting in line with RBL policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.

What support will be available to me?

- A designated person to discuss your volunteering with.
- Regular support and supervision from a member of the team.
- RBL induction and online training.
- Additional role specific training, as well as opportunities for shadowing and further development.
- Opportunities for further experience as an RBL volunteer.

- **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?

Where: The role will mainly be carried out from your home/virtually. Potential to attend the virtual and face-to-face support group if required subject to your availability and Covid-19 restrictions.

Time commitment: A regular commitment of approximately two to three hours a week
Potential for a more frequent commitment of time subject to the requirements of the support group and yours and other volunteer's availability.

Training/Resources: RBL induction and welcome.
Mandatory volunteer online learning with annual refresher courses.
Training and ongoing development as required.

Expenses: Reasonable out-of-pocket costs agreed in advance will be reimbursed

Extra Information: The minimum age for Support Group Administrator Volunteers is 18 years old.
Two* satisfactory references and an enhanced DBS are required.

**If you are already a RBL volunteer or member, we will only require one reference, from your RBL contact*

In order to comply with charity regulations, we reserve the right to carry out additional screening if we consider it appropriate to do so.

Covid – 19: RBL Covid-19 secure guidance and risk assessments along with Government Guidelines must be implemented/adhered to.

What are the benefits for me?

- Experience of supporting carers in the Armed Forces community by facilitating support groups to improve feelings of social isolation and loneliness.
- Develop proficient communication skills.
- Be part of a committed and friendly team.
- Gain skills and experience to build your CV or maintain your current skills.
- Make a difference to the Armed Forces community

RBL values and behaviours' – does the following describe you?

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

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