



advice and support for older age

**Independent  
Age**

## **Administrator Volunteer (VR)**

### **About Independent Age**

We're here to help older people stay independent and live well with dignity, choice and control.

We provide free information and advice for older people and those who care for them on a range of issues including care, support, money and health, and offer friendship volunteer services to relieve loneliness. We also use the knowledge and insight gained from these services to challenge poor care and campaign for a fair deal for older people.

### **What the role's about**

This role supports our central Volunteer Recruitment Team (VRT), which handles all volunteer applications that come into Independent Age.

This is an active and varied role, which can be adapted to suit your skills, interests and the time that you can give. We will plan your volunteering with you to give you the chance to develop and strengthen some key office skills during your time with us.

### **What the role involves, day-to-day**

You'll be helping us to do the following:

- collating and sending out application packs and volunteer welcome packs
- downloading and organising application data needed to obtain references
- assessing the suitability of applicants via friendly, structured telephone chats
- handling the administration of online training events
- promoting our volunteering roles online, via local Volunteer Centres, colleges, community networks etc.
- ensuring that volunteer recruitment data for each applicant is correct and up to date
- working with colleagues in other teams on some of our recruitment processes
- answering telephone and email queries
- general office tasks including photocopying, filing and helping with mailings.

### **What volunteering with us could do for you**

This role offers a chance to share your talent, enthusiasm and develop new skills and confidence - making a highly valued contribution helping our team to improve the lives of older people in your local community.

You'll also:

- meet and work with new people
- get full support and training
- help Independent Age to recruit many more volunteers to reduce loneliness, one friendship at a time
- get a valuable reference to help with any future job search, after six months with us.

We really want you to get the best out of volunteering with Independent Age, so do talk to us about what you would like out of the role.

Independent Age is the operating name for the Royal United Kingdom Beneficent Association, registered charity number 210729.

## **What we'd like you to bring to the role**

We'd like you to:

- be good on the phone
- be extremely accurate and really pay attention to detail
- be a good communicator – both verbally and in writing
- have a keen interest in older people and the issues of later life
- work well with everyone in the team, including being helpful, communicative, open, respectful, honest and diplomatic
- be someone we can rely on - consistent and dependable
- work both collaboratively and independently, depending on the task, as well as know when to get advice or raise a concern.

## **Frequently asked questions**

### **Where will I be volunteering?**

At Independent Age's London office at 18 Avonmore Road, London W14 8RR.

### **How many days a week will I volunteer?**

This role is carried out during office hours, Monday to Friday. We will agree the number of days and hours to suit you. We'll usually ask you to choose a regular day(s) of the week but there's room for flexibility.

### **What training and support will I get?**

You'll have a full induction plus regular catch-up and support sessions with the Volunteer Recruitment Project Officer. You'll also receive training on Safeguarding, Data Protection, ThankQ, our CRM and the Volunteer Recruitment process.

### **How long can I volunteer with Independent Age for?**

We'll ask you to commit to volunteering with us for six months, so that both you and Independent Age can benefit from the time, training and support invested in the role. If you can volunteer with us for longer, that's great! If you don't think you can commit to six months we can look at how we could adapt the role to fit a shorter timeframe.

### **Who can volunteer?**

Independent Age's service users are older people but we welcome anyone (18+) who is able to carry out the role.

### **Will I get my expenses reimbursed?**

Yes, we'll reimburse all agreed out-of-pocket expenses (expenses that you wouldn't have occurred otherwise), in line with our Volunteer Expenses Policy.

### **What are the contact details if I'm interested in this role?**

To apply for the role, visit our website at <https://www.independentage.org/get-involved/how-can-i-volunteer>, see if the role is available near you by using our Postcode Checker and then click on 'Volunteer Administrator' to start completing the application form.

For more information, call us on 020 7605 4255 or email us at [volunteer.recruitment@independentage.org](mailto:volunteer.recruitment@independentage.org).