

<b>Employer:</b>	Advising London
<b>Responsible to:</b>	Debt Programmes Coordinator
<b>Employments Status:</b>	Volunteer
<b>Hours:</b>	Minimum 10hrs each week
<b>Availability:</b>	(Monday to Friday) flexible to your availability
<b>Duration:</b>	Minimum 3 - 6 months

### Role summary

The post holder will provide administrative support in relation to the Money Advice Service (MAS) Debt contract. You will be required to maintain effective administrative systems.

### Responsibilities

- Maintain up-to-date, accurate and confidential records of all clients via our case management system (advicepro).
- Create, maintain and archive paper and electronic filing systems in accordance with the Advising London's systems and procedures.
- Cross-checking Maptool (survey tool) and advicepro entries, compiling relevant data and chasing up missing information as required
- Producing statistical information, letters and documentation, using ready templates
- Assisting with gathering the necessary information and preparing reports in a timely manner.
- Carrying out administrative tasks to support the overall co-ordination of the MAS Project and other Debt contracts.
- Completing the Maptool Survey with clients face to face or by telephone when required
- Liaising with clients as may be required through telephone, email or face to face
- And any other administrative tasks required
- Adhere to Advising London's policies, working within an equal opportunities and non-discriminatory framework.

### Our requirements

- Ability to use a variety of IT packages (Microsoft word, excel, power point and outlook).
- Good communication skills including telephone skills
- Good written skills, articulate with good spelling and grammar
- Experience of organising and maintaining administrative systems
- Willing to work in an office environment at an Administrative capacity
- Enthusiasm for, and a commitment to, working in a team.
- Experience of using initiative in the workplace, and willingness to be proactive
- You must not be a service user of Advising London within the last two years

### What's in it for you

This opportunity will enhance your confidence and administrative skills. You may have never worked in an office environment before and that's ok, we can help you by giving you this opportunity to maximise your current skills. We will provide full training and support for the duties you will be responsible for.

**Expenses**

The organisation's volunteers are able to claim reasonable **out of pocket expenses**, subject to the production of receipts as evidence of the expenditure. This is necessary to ensure that all individuals have access to voluntary opportunities.

**Recruitment Process entails**

Interview, DBS check (at no cost to the volunteer), references, induction training and trial period.

**How to start volunteering**

If you would like to become part of a growing team dedicated to combatting poverty and injustice please download the application form from <http://advising.london/volunteer>

If you require further information regarding the roles please contact us by emailing [volunteering@advising.london](mailto:volunteering@advising.london) or calling 020 3752 5520