



Volunteer Administrator

Knowsley Advocacy Hub - Huyton

Knowsley Disability Concern (KDC) is a Huyton-based Charity which has been supporting local people who face challenges by reason of their disability for more than 30 years. We provide a range of services to help disabled and disadvantaged people to enjoy independence and have control over their lives.

Why do we need you?

KDC runs the Knowsley Advocacy Hub, a service offering the first and main point of contact for people to access independent advocacy services in Knowsley. The Hub also works to promote Advocacy and raise awareness of how advocates can help people speak up and have their views heard and understood. We need you to help our team run the service.

What will you be doing?

Working as part of a team and supported by the Hub Coordinator, you will be undertaking a range of general administrative tasks, including:

- Assisting with taking telephone referrals and signposting to other agencies
- Monitoring the Hub's email inbox
- Inputting information onto our database
- Preparing and sending invitations to meetings and events, filing etc.
- Helping with the preparation of equipment and materials for meetings
- Supporting the delivery of advocacy events, including booking venues, arranging refreshments, preparing materials etc.
- Assisting with the development of information leaflets, newsletters and other materials

What skills and attributes do you need to have?

Experience in the following would be a beneficial to the role, but support will be provided:

- The ability to work well with staff and other volunteers as part of a team but also on your own initiative.
- Some experience in a customer service environment and a good telephone manner
- A good working knowledge of Microsoft applications, e.g. Word, Excel, Outlook
- Good organisational skills with a keen eye for detail and an ability to maintain records
- Respect and understanding of confidentiality and processes for treating information appropriately
- A commitment to and an understanding of disability issues, equal opportunities and diversity or the willingness to learn and participate in awareness courses.
- An understanding of disability and how people's lives are affected or willingness to learn about disability
- Enthusiasm for the Charity's vision and a positive attitude that reflects our values
- Plus an understanding of advocacy issues, or a willingness to learn about advocacy

How much time do you need to commit?

We are looking for people who can commit to volunteering for a minimum of one day per week. For the right candidate we will of course be flexible on the days and times you are available. Plus time to attend any relevant training/awareness sessions in your own time.

What support will you be given?

The Knowsley Hub Coordinator will guide and support you in your work and a full induction to the Charity.

You will be reimbursed your costs for travelling to and from the workplace (petrol or public transport)

What benefits can you expect?

- The opportunity to develop new and existing skills in areas such as customer services, business administration, marketing and communication and events planning
- The chance to gain experience of working with a local community-based charity
- The satisfaction of knowing you are making a valuable contribution to enable KDC to deliver its Mission, which is:

to provide high quality, innovative services that support disabled people to exercise their rights, have choice, control and achieve independence

Where will you be based?

Knowsley Advocacy Hub is based in bright modern offices within the Centre for Independent Living, 11 Brickfields, Huyton Business Park, L36 6HY and also at 263a Tarbock Road, Huyton, L36 0SD.

Interested - what do you do now?

All you need to do is request an information pack for this role by emailing vicki.hornby@kdc.org.uk or telephoning 0151 244 4090

For more information about the Knowsley Advocacy Hub, visit www.knowsleyadvocacyhub.org.uk

For more information about KDC's other services, visit www.kdc.org.uk