

# Office Assistant

## Skills and experience required:

- Good verbal communication skills
- Enthusiastic and pro-active
- Good IT skills
- Good time management skills
- Able to work independently and as part of a team

## How this helps the SPCA:

Our office assistants are usually the first point of contact for visitors and act as our ambassadors when the public contact us with a range of queries, from rehoming, adoption to donation and support.

## Examples of what may be involved:

- Being the first point of contact for visitors to site.
- Showing visitors around site and introducing them to other staff/volunteers for more information
- Dealing with telephone enquiries.
- Supporting staff with paperwork as needed.

## Time commitment required:

Volunteers are asked to be on site in line with our opening hours – 8am – 4pm.

Some volunteers help every day, some once a week and some once a month. All we ask is that once you confirm your availability, you honour that commitment to enable us to ensure the rota is adequately filled. We can be flexible and accommodate shift workers who may have differing days off each week.

## How will we support you:

Your contact will be the office assistants, who will provide you with day to day support, information, guidance and direction. You will receive an induction into the charity, to ensure you are knowledgeable about the work we do. You will also be introduced to other volunteers and staff, who you may be working with.

## What you can gain from volunteering with the SPCA:

- New experiences and knowledge
- Meeting and working with new people
- Develop existing skills or gain new skills
- The experience of using your skills and abilities to help in an animal rescue situation.