



**Role:** Volunteer Admin Assistant

**Minimum hours we need:** 7+ hours (Essential workdays: Mondays)

**Minimum commitment appreciated:** 6 months

**Location:** In person at our office located in 6-9 Manor Gardens, London, N7 6LA

**Baobab Supporter:** Office Manager – Bryony Cribb

**To apply:** Please send CV and cover email to [bryony.cribb@baobabsurvivors.org](mailto:bryony.cribb@baobabsurvivors.org) by Monday 18<sup>th</sup> May, Interview dates w/c 25<sup>th</sup> May 2026.

Volunteers are an important and valued part of the Baobab Centre. We hope you choose to volunteer with us and hope that you enjoy the experience and benefit from it!

### **Purpose of the Role**

The Volunteer Admin Assistant will support the admin team in ensuring the smooth and efficient functioning of the Baobab Centre, assisting with administrative and operational tasks with a focus on IT support. This role requires an organised, resourceful individual with strong communication and advanced IT skills.

You will be based in reception on Mondays alongside a member of the admin team, interacting with staff, volunteers, and young people accessing a range of support. This role requires someone who can build connections and manage multiple demands. To support the development of trusted, consistent relationships with our community members, we are seeking someone able to **commit to a minimum of six months**.

### **Key Responsibilities**

#### **1. Administrative Support**

- Assist with daily office operations, including answering phones, greeting visitors, and maintaining a welcoming environment.
- Monitor the general email inbox and respond or forward communications as needed.
- Manage petty cash, office supplies, and assist with routine office errands (e.g., Post Office runs).
- Support the scheduling and setup of meetings, including Zoom links and refreshments.
- Assisting with filing and sorting hard copies of documents.
- Assist with the planning and administration of a large GDPR compliance project.

#### **2. IT and Technical Support**

- Assist with basic IT troubleshooting and support staff with minor technical issues.
- Ensure that shared digital filing systems are accessible, organised, and updated regularly.
- Assist staff with using online platforms, including Microsoft Office365

### **3. Operations Support**

- Support the Office Manager with health and safety tasks, such as maintaining incident records and assisting with routine risk assessments.
- Assist with coordinating activities for community members, such as outings, day trips or other youth engagement initiatives.
- Maintain and monitor the office and clinical spaces to ensure they are safe, tidy, and functional.

### **Person Specification**

#### **Essential Skills and Qualities**

- Strong administrative skills, with proficiency in Microsoft Office365, Outlook, and basic database management.
- Excellent organisational skills and attention to detail.
- Ability to handle confidential information sensitively.
- Clear verbal and written communication skills.
- A friendly, respectful approach to interacting with young people, staff, and visitors.
- An interest in mental health, human rights, and refugee issues, with sensitivity to cultural diversity.

#### **Desirable Skills and Qualities**

- Confidence using basic design and communication tools (e.g. Canva, WhatsApp groups, email platforms) to share information clearly with young people and staff.
- Previous experience in a support role within a charity or community organisation, particularly working with or alongside adolescents and young adults.
- A proactive and flexible approach, with the ability to use initiative while working within established procedures.

#### **What we offer:**

- You will have a designated Supporter who will support you throughout your volunteering with us, including any induction or training needed.
- You will have the opportunity to participate in the life of our community, join community meetings, and will be encouraged to work alongside our team.
- You will have regular opportunities to review how your volunteering experience is going with your supporter. We want this to be a rewarding experience for you!
- We offer limited travel reimbursement to our volunteers.
- We will insure you whilst you are volunteering with us.