

Volunteer Role: Office Administrator



Overview of the Role:

Kenilworth based charity 'Friends of the Holy Land' is looking for additional volunteer support to help the Office Manager in the day-to-day administration of the charity. Working from their office in Farmer Ward Road key tasks include maintaining a record of postal donations, producing and dispatching thankyou emails and letters, assisting with mail outs, answering the telephone, and helping with administration related to the sale of FHL's Olive Wood products. Full training will be provided.

Requirements

- to be sympathetic to the aims of the charity – for more information visit www.friendsoftheholylan.org.uk
- to work well as a part of a team
- to possess basic IT skills ie Microsoft word/excel, use of the internet, database work
- to work accurately and confidentially as necessary
- to be confident answering the telephone

Time commitment

Volunteers would need to commit to a regular weekly shift of up to 4 hours - usually between 9am and 1pm. However, hours can fit around volunteer availability but will need to be Mon- Friday 9am – 5pm.

What is 'Friends of the Holy Land'?

Friends of the Holy Land is a non-political Christian charity, existing to help and support the beleaguered Christian population in the West Bank, Gaza, Israel and Jordan. Their achievement in nine years has been significant having raised over £3.1 million and supported over 2000 named Christian families in the West Bank, Gaza, Israel and Jordan. FHL's office is located in Farmer Ward Road, KenilworthCV8 2DH.

Description of Possible Tasks (training will be provided)

- Recording the post
- Maintaining the organisations and donor database
- Using the database to generate thank you letters
- Answering the telephone and taking clear messages
- Helping with mail outs and adhoc requests for information
- Helping with Charity Events, selling of Olivewood
- Producing labels and mail merges
- Adding financial information to the database.

To express an interest in this role

For more information, or to apply, please send an email to office@friendsoftheholylan.org.uk stating reasons for interest and suitability, or call 01926 512980. All volunteer applicants will need to supply details of two referees. In the case of a number of suitable applications informal telephone or face-to-face interviews may be used to assist volunteer selection.

IMPORTANT NOTES:

This role description reflects the hopes and intentions of the organisation and is not intended to be contractually binding on either party, or to form a contract of employment. Please note that Friends of the Holy Land is Christian organisation and welcomes volunteers of all faiths and none.