

Volunteer Role Description

Role Title:	Volunteer Learner Services Administrator
Location:	Parkshot Campus, Richmond
Department	Learner Services
Reports To:	Enrolments Team Leader Head of Admissions and Enrolments
Preferred Days/Hours:	Negotiable hours between 09:00-18:00 Negotiable days Monday to Friday
Duration:	Flexible

Duties

1. Assist the Learner Services department across three teams with the general duties such as:
Curriculum Administration team: responding to emails, contacting learners by various communication methods, printing, photocopying, data entry and administration.
Enrolment Administration team: working on reception, assisting visitors and learners to the college, data entry and administration, responding to emails, answering the telephone, contacting learners by various communication methods, franking outgoing mail, printing, photocopying, filing and shredding.
Learning Resource Centre team: checking in/out books, setting up assessments, contacting learners for overdue books, data entry and administration and issuing student cards.
2. Provide lunch or absence staff cover as and when required across the three teams.
3. Assist with ad hoc Learner Services Department projects as and when required.
4. Adhere to College Policies and Procedures including Health and Safety, GDPR, Safeguarding and Equality and Diversity.

Benefits to Volunteer

Volunteering in the Learner Services Department at RHACC will give the individual the opportunity to develop a range of administration and IT skills such as responding to emails and working with databases.

The role will also give the individual an understanding of key day to day administrative processes across three teams and experience in customer service, including answering and making telephone calls and assisting learners onsite around the college campuses.

This role would specifically suit someone who is looking to start their career in office administration or customer service or who is looking for practical experience alongside their studies.

Personal Attributes

No special qualifications or experience are needed for this role, as any relevant training will be given, however, the following qualities and skills are important.

- Basic administration and organisation skills
- Basic knowledge in Word, Excel, Outlook and Microsoft Teams
- Good verbal and written communication skills
- Good attention to detail
- Able to work as part of a team and work proactively
- Ability to take instructions and ask questions where necessary