



Volunteer with **LANCASHIRE WOMEN**

Our vision

Where all women and girls in Lancashire are valued and treated as equals.

Our mission

To empower women and girls to be able to transform their lives by bringing them together to find their voice, share experiences and understanding, develop their knowledge and skills, & challenge stereotypes and misconceptions about them

...so that they can have choices in becoming the individuals they want to be.

Admin Volunteer, Blackburn

About us

Lancashire Women are leading charity with the core vision of creating a Lancashire where all women are valued and treated as equals.

With over three decades of experience, Lancashire Women work from our female-only centres to provide safe, dedicated space for women across the county. We bring together a number of services under one roof- all designed to support women who at any one time may be dealing with a range of issues including: social isolation and exclusion, homelessness, poverty, mental ill-health, or offending behaviour.

Our services are available to **all** women, but in particular we work with those who find themselves in situations which can increase their vulnerability or place them at significant risk of harm - and who are often facing multiple and complex needs.

Our delivery draws upon three decades of practical experience in supporting women, and is an approach recognised nationally for its effectiveness and impact.



**Closing date:
Friday 20th August**

Our values

We believe our values need to be translated from the ideals we profess into tangible behaviours which can be operationalised and measured. This way, our teams know and understand how best we can achieve the outcomes and change for the women we work with.

Our commitment is to ensure everyone in LW knows and understand the part they have to play and how they can bring our values into their work.

Empower

We work to build on the strengths that all women & girls have, so that they can become more **confident**; especially in controlling their own life and claiming their rights.

Honest

We try to be real with all the women & girls we work with so they can have choices about their lives, knowing that they will need courage to make changes that will benefit them and those around them.

Creative

Creative in our approach to supporting women & girls and seeking solutions with them for the challenges.

Non-judgemental

We accept each woman exactly as they are and genuinely make no moral judgement about their situation.

Collaborative

We know we learn more and can achieve more when we work together.

We EMPOWER
We are CREATIVE
We COLLABORATE
We DON'T JUDGE

The role

What we expect from you

The volunteer will help support LW team with general administration duties associated with working in a busy office including providing administrative support to any member of staff working or volunteering on our the Raising Aspirations Project in Blackburn.

General responsibilities

- Undertake all general admin duties including correspondence, filing, and maintenance of the IT system.
- Complete General Enquiry forms for all phone calls and drop in's, and input on views system.
- Answer telephone calls, take messages and signpost callers onto the relevant department.
- Provide a confident, pleasant and friendly welcome to service users, informing relevant staff & volunteers of appointments in a timely manner.
- Work flexibly as and when required and provide admin support to other team members where necessary.
- Work within the policies and procedures of Lancashire Women and uphold this ethos at all times.

Essential criteria

- Ability to demonstrate good standard of literacy and numeracy.
- Able to demonstrate excellent IT skills including all programmes on MS Office Suite.
- Skilled in using Internet and Email.
- A pleasant and confident telephone manner.
- Organised, and able to work to a routine to meet deadlines.
- Customer care skills.
- A friendly and pleasant manner.
- The ability to communicate and interact with a wide range of people.
- Ability to work as part of a team.
- Able to work on own initiative without constant supervision.

Desired criteria

- Previous work experience in an administrative assistant post.
- An understanding of the work of Lancashire Women.

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post.