



EPIC Trust
Empowering People through
Independence and Choice

VOLUNTEER SERVICE

VOLUNTEER SERVICE VOLUNTEER

Responsible To: Volunteer Service Manager

Service: EPIC Volunteer Service

Summary: The Volunteer Service is responsible for recruiting, screening and supporting volunteers across the EPIC Trust. Volunteers are actively engaged in supporting EPIC Trust service users to become more independent and make informed choices that affect their lives, as well as providing research, administrative, fundraising and marketing support to EPIC Staff.

Location: 12-27 Swan Yard, Islington, London, N1 1SD

Some of the tasks this volunteer may be asked to do:

- Dealing with enquiries (by phone, e-mail and letter) from people who are interested in volunteering by; informing them about our work and the roles that are available; discussing their motivation, time commitment, etc, and; sending them the relevant information and forms.
- Assisting the VSM in managing the paper and electronic filing of applications.
- Populating a Diversity Monitoring Database with the relevant data and providing VSM with quarterly reports relating to this data.
- Liaising with Volunteer Centres, educational establishments and other related organizations to ensure all Volunteer Service promotional information is accurate and up-to-date.
- Attending open days to promote the work of the Volunteer Service to potential applicants.
- Providing other research and administrative support as necessary

We are looking for someone who:

- Is looking for administrative experience and has a passion for providing excellent customer service;
- Recognises the value of volunteering to volunteers, the organization and to society at large
- Can work on their own initiative, as well as part of a team;
- Is organised, able to prioritise tasks and meet deadlines;
- Can communicate clearly and honestly;
- Has some administrative experience;
- Works in an anti-discriminatory manner;
- Can work within key EPIC Trust policies,

Hours & Expenses

Ideally volunteers will commit to between 4 and 12 hours per week (Monday-Friday). There is, however, flexibility and time commitment can be negotiated. EPIC Trust offers training, support & supervision. We will pay for travel expenses to and from the workplace, and a contribution towards lunch expenses, as long as tickets and receipts are provided.