

## Role Description

### Volunteer Administrator

Disability Information Scotland provides Helpline information and guidance service to disabled people, their carers, family and friends. As part of our service we signpost and refer service users to specialist agencies as appropriate.

We must keep our information up to date, so the role of Administrator is vital to our service delivery. You will liaise with organisations listed in our directory to ensure that all contact and service details are accurate and up to date. You will ensure that each entry is categorised correctly so directory searches work well for the people who use our website.

You will be based in our office in Edinburgh, and our friendly team will be happy to support you.

**Reporting to:** Manager or Information Services Coordinator

**Location:** The role is office based at Norton Park, Edinburgh (EH7)

**Hours:** A minimum of 3 hours per week is estimated but this is flexible.

**Days:** Our office hours are Mon-Fri 9am-5pm

**Commitment:** Ideally you would volunteer with us for at least 6 months, to have time to become familiar with our systems.

### Main tasks

- Contacting existing entries on the Scottish Disability Directory and verifying
- Contact details
- Product or Service description
- Map pin location
- Website links

- Categorising each entry by topic
- Testing searches and making amendments as necessary
- Telephoning organisations to clarify any missing information
- Add new entries to the database as requested
- Running and analysing Google Analytics to identify top 10 searches
- Identifying key signposting organisations for social media awareness campaigns
- Taking part in team meetings
- Undergoing relevant training to enhance skills so that you gain skills and confidence to benefit both you and the service user
- Ensure all personal data is processed in accordance with the GPR policy and procedure.

## **What we are looking for**

- Good interpersonal and communication skills, including being comfortable using the phone
- Organised and self-motivated to schedule your own workload
- A good standard of written and spoken English
- A good standard of IT skills; the ability to use outlook/email and the internet effectively
- The ability to work well with others and to contribute effectively as a member of a team
- Understanding of, and commitment to, the aims and principles of the DIS service

## **What you can expect from us**

- A full induction into the service and your role
- Initial and on-going training appropriate to your role including in-house Accessible Information Training and in-house IT systems, Database training
- Support and supervision throughout your volunteering

- Reimbursement of reasonable out of pocket travel expenses whilst volunteering
- Opportunity to work remotely/hybrid following training
- Training and experience to help you develop key transferrable skills
- Opportunity to work with a friendly team, that's sociable and supportive of volunteers

## Skills & experience

To help you determine if this role is right for you, the following may help you match this opportunity to your skills, experience and goals

### Essential

- Good level of education in English
- Good written and verbal communication skills
- Ability to listen and interpret information
- Good IT skills including data entry and use of Outlook
- Friendly, dependable and reliable
- Respect for views, values and cultures that are different to your own
- The ability to work well with others and to contribute effectively as a member of a team
- Self-motivated and resourceful
- Ability to recognise your own limits and boundaries in the role
- Willingness to learn and develop new skills

### Desirable

- Experience of working with databases and or Google Analytics
- Experience of working as a volunteer or with volunteers
- Awareness of GDPR