

# Project Admin Support Volunteer



Are you passionate about helping people in the community? Are you excited about volunteering with and helping a small social enterprise grow and have a greater impact? If so, we have an exciting opportunity for you!

## About Us

Money A+E is a leading non-profit organisation committed to empowering individuals by providing simple, accessible, independent and effective Money Advice and Education through collaborative efforts. We strive to create positive social change and empower communities to shape their own futures.

## Position Overview

To provide project and administrative support to the Money Advice Team.

To role model Money A+E values and behaviours of customer focus, partnership working, and be an ambassador for the organisation.

## Responsibilities

- Assist with conducting initial triage assessments of clients (face to face, via telephone or digital channels).
- Assist clients with basic form filling.
- Assist with booking in clients for appointments with our Money Coaches.
- Assist with inputting client data onto our case management system.
- Assist with contacting clients to share updates on their case and/or gather further information.
- Assist with general administrative tasks.
- Provide feedback and suggestions for improvement and to assist in implementing improvements and new initiatives.
- To support Money A+E's overall goals and vision.

## Required skills

- Ability to work as part of a team.
- Good administration and IT skills.
- Good communication skills with the ability to clearly articulate verbally and in written form.
- You must be self-motivated and have good time management.

### **What we offer**

- Induction to Money A+E
- In-house training and e-Learning
- Reimbursement of "out of pocket" expenses in line with our expenses policy (if travelling or working from home)
- Up-to-date work experience for your CV
- Volunteering for a community-focused organisation. You will make a significant difference in the lives of 100's of individuals and families impacted by austerity, low income and other challenges.
- Potential for a paid role at the end of the volunteering period (this is dependent of funding being available at the time).

### **Further Details**

To volunteer a minimum of 1 full day / 7 hours per week

(Preferably to commit for a period of at least 3-4 months)

Work Location: Hybrid / Office in Stratford, London E15 2QS\*

\*Any hybrid remote working will be at the discretion of the Project Admin Support Manager.

### **How to Apply**

If you are excited about the opportunity to contribute to the meaningful work of Money A+E, please submit your CV and a short cover letter to [Jeredine@moneyaande.co.uk](mailto:Jeredine@moneyaande.co.uk). Kindly indicate 'Project Admin Support Volunteer' in the subject line.

We appreciate all applications; however, only shortlisted candidates will be contacted for an interview.

Money A+E is an equal-opportunity employer committed to diversity and inclusion. We encourage applications from all qualified individuals, including those with diverse backgrounds and experiences. We would be particularly keen to hear from individuals with lived experiences.