



Office Volunteer Handbook

A reference guide for volunteering in our office

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1.1 Office Volunteers

Office Volunteers provide valuable administrative support to members of staff and other volunteers. Their help ensures the smooth running of the charity across departments and services.

Please read through this and the general handbook carefully and make sure you understand all policies. Whilst all content is important to give you the necessary information to volunteer, we need to make sure you've read all relevant policies before you start your role.

1.1.1 Role description

As an Office Volunteer, you will work closely with our Administrators and Finance and Office Manager, undertaking administrative tasks relating to our fundraising, awareness-building, event planning, and the day-to-day running of the charity. Although you will be given specific tasks to complete across most of our departments, you will also get opportunities to focus on particular areas to develop your skills and gain experience.

We expect that you commit to at least 3 months of volunteering for one day a week. Office Volunteers have an agreed weekly time slot ranging from 3 hours to one whole day. The number of hours is flexible, and we will try and offer you a time that is most convenient for you, however certain times may not be possible due to desk space. If you decide to support us for a whole day, you are entitled to a 1-hour lunch break.

1.1.2 Possible tasks

There is a number of tasks you can do as volunteer. If you are interested in one particular field or department, please let us know and we will try and get you involved in that area.

This is a list of tasks previous Office Volunteers have worked on:

- Entry of membership information, payments and orders
- Entry of cheque payments
- Preparation and mailing of membership reminder letters
- Assisting in producing and printing mail merges and preparing large mailings for post
- Franking of post
- Scanning and digital filing of invoices, membership forms and other
- Sending out fundraising packs

Before you start working as an Office Volunteer, you will receive training on how to use our systems and machines in the office; this includes our data entry system, the franking machine, and printer.

1.1.3 Practicalities and Housekeeping

Our office is part of Ethical Property who provide eco-friendly and accessible workspaces for charities. They are in charge of the shared spaces and health & safety procedures like fire safety.

To get into the building, you will have to get through the gate. To do that, press #2022 at the keypad and the gate will open slowly. Once you're in the building, enter the numbers 7931 at the next keypad for the sliding doors to open to get into the staircase which is also

where the lift is located. Our office is on the second floor, on your right once you step onto the floor from the stairs or lift.

Feel free to use the shared kitchen if you want to make yourself a hot drink or heat up your lunch in the microwave. The Pituitary Foundation has a cupboard where we store tea and coffee and designated space in the fridge for staff and volunteers. You will be shown where everything is on your induction day.

We have a strong focus on recycling and ask you to discard rubbish accordingly. All non-confidential paperwork is to be placed in the recycling bin next to the office door and confidential paperwork is always to be shredded. In the kitchen, there are bins for mixed recycling and food waste. The bins located under each desk are for rubbish that cannot be recycled.

If you wish to buy lunch on your lunchbreak, there are a lot of places around where you can buy food. The office is only 5 minutes from the city centre, including Cabot Circus. The closest supermarket is a Sainsbury's but there is also a Tesco and Lidl nearby. Ask a member of staff if you require directions.

1.1.4 Health & Safety

As you will be working on a shared desk, it is important to adjust your workspace for your own comfort before you start your shift. For example, you can adjust your chair and monitor. As a broad guide, your forearms should be approximately horizontal and your eyes the same height as the top of the screen. Also, feel free to take short breaks, even a short walk, if you want to.

When manually handling heavy or large objects, it is important to lift and handle them appropriately to avoid injuries. This includes ensuring a stable position (e.g., do not stand on wonky chairs when lifting), maintain a good posture and bend from your legs, not your back. Also, do not attempt to lift heavy objects by yourself, rather ask someone else to help you.

If any accidents occur, report them to a member of staff immediately.

Further health & safety training will be conducted on your first day in the office.

1.1.5 Fire Safety

If you hear the fire alarm at the office, immediately exit the building and do not take any personal belongings with you. The fire exit is signed and will lead to Brunswick Square which is the fire assembly point.

There is a regular fire alarm test on Mondays, 9.30am.