



## Candlelighters Volunteer Role Profile Administration and Office Support Volunteer

<b>Team:</b>	The Fundraising Team
<b>Location:</b>	Woodhouse Square, Leeds, LS3 1AD
<b>Time commitment:</b>	1 day week (Fridays)

---

### About Candlelighters

Candlelighters provides financial, emotional and practical support to families affected by childhood cancer in Yorkshire. We support around 150 new families each year and our work ensures the whole family unit is supported in these extraordinary circumstances.

We support children and their families from diagnosis and throughout their journey, including providing financial support, practical help in hospital, much needed breaks, as well as emotional and well-being support at our Family Support Centre (The Square) and Family Support Bus.

### Purpose of the Role and Key Activities

Candlelighters needs to fundraise £1.6m every year to continue providing services to families. The Administration and Office Support Volunteer provides crucial administrative and office support to the Fundraising Team and is central to helping the team raise the money we need to continue supporting children and families affected by childhood cancer in Yorkshire.

Activities vary, but may include

- Responding to enquiries from supporters via telephone and e-mail
- Providing administrative support and helping to prepare resources, merchandise and equipment for events
- Answering the phone, transferring calls and taking messages
- Updating the supporter database
- Writing thank you letters
- Processing large mailings (including mail merge)
- Franking letters and parcels
- Arranging courier companies for large deliveries
- Filing (paper and electronic)
- Providing administrative support for events
- Assisting the Fundraising Team with other tasks and activities as required
- Adhering to Candlelighters' policies and procedures.

## Volunteer Requirements

We are looking for volunteers who

- Have strong administrative skills
- Have experience of working in an office environment
- Have strong IT skills, including the ability to use Microsoft Word, Outlook and Excel
- Have excellent interpersonal and communication skills
- Have experience of communicating in a professional capacity via telephone, email and in person.
- Are friendly and approachable, whilst also able to maintain professional boundaries
- Have strong attention to detail
- Are able to work well as part of a team
- Are able to work independently and use own initiative
- Are able to lift and carry boxes, equipment and resources
- Are able to climb multiple flights of stairs
- Are able to follow Candlelighter's policies and procedures.

We recognise that family members accessing Candlelighters' services may wish to volunteer with Candlelighters. However, this particular role is not suitable for family members receiving support from Candlelighters. This is to ensure they are given the best possible care and support without any potential conflict of interest. Other volunteering opportunities can be found on our website.

## Support and Benefits

You will receive:

- General induction training
- Role specific training and induction
- Support from the Fundraising Assistant and Fundraising Team
- The chance to develop new and existing skills
- The opportunity to meet new people
- A rewarding experience - every volunteer helps to support children families affected by childhood cancer in Yorkshire
- Reasonable travel expenses reimbursed.

## How to Apply

More details and an application forms can be found on our website:

<https://www.candlelighters.org.uk/howyoucanhelp/volunteer-for-candlelighters/current-volunteering-opportunities/>

If you would like to request an application form or have any queries, please contact Clair Smith (Volunteering Manager) on [volunteering@candlelighters.org.uk](mailto:volunteering@candlelighters.org.uk) or 0113 887 8333.

Successful applicants will be invited to attend an interview. Selected candidates will be required to attend training before commencing the role.

Thankyou