



## Volunteer Receptionist & Social Media Administrator

**Placement Details:** June 2018 to March 2019

**Remuneration:** Travel Expenses will be paid

**Hours:** 9.30am - 3.00pm

**Day:** TBC

**Benefits:** DBS, full training provided and onsite lunch package

**Location:** 50 Ellerslie Road, London, W12 7BW

**Reporting to:** Office Manager

### Job Description

Nubian Life is an award winning organisation as recognised in our achievement of the Queen's Award for Voluntary Services; we have established an unrivalled reputation over 20 years as a successful provider of specialist care and activity services to older people of African & Caribbean heritage alongside delivering a range of health, educational, and social activities to the wider community.

As the organisation prepares to develop new services, we are seeking a dynamic Volunteer Receptionist & Social Media Administrator to join the team. The role would suit a new graduate from a marketing course or a more experienced marketer who is looking to gain experience in a new field. Or someone who is returning to work or who has had some experience of admin, marketing and social media, either through education, work or volunteering.

**Main relationships:** The Volunteer Receptionist & Social Media Administrator will be working alongside the Office Manager and CEO and staff members from the Day Opportunities Team and Valuing Independence Project; to promote the work of Nubian Life.

### Aim and Objective of the Role

- To provide administrative support to the office manager, daycare & transport teams and develop Nubian Life's social media presence.

### Administration

- To manage the front desk, answer telephones and liaise with members of the public, clients, their family members and referring agencies.
- To support the office manager in collating monthly monitoring data
- To produce the quarterly newsletter and assist the activity coordinator with event planning, bookings and promotion of activities to relatives and partner agencies



Nubian Life Resource Centre Ltd, 50 Ellerslie Road, London W12 7BW

**Tel:** 020 8749 8017 **Email:** [info@nubianlife.org.uk](mailto:info@nubianlife.org.uk)

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### **Social Media**

- To update and maintain the organisations Facebook and twitter accounts; promoting the work of the organisation and its activities
- To attend some of our events and workshops with a view to reporting on them.

### **Key competencies required for the role**

Experience of service provision in the care profession would be ideal and experience of working with older people would be a distinct advantage.

- Excellent telephone manner, planning and organisational skills
- Ability to establish and maintain effective working relationships internally and with external stakeholders
- Competent use of Word, Excel and social media programmes
- Is an excellent communicator who is able to write clearly, accurately and succinctly
- Is familiar with using social media and other online tools to generate interest in a business
- Encourage others to comment on our posts and share them with others
- Increase the numbers of people following our posts on our own website and on Facebook and Twitter
- Setting, working towards and reporting on social media objectives and targets

### **Key Characteristics required for this role**

- Honesty, reliability and commitment to older people
- Even-tempered and patient mannerism
- Must be flexible



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