

Volunteer Admin Support

- **Location:** home based
- **Expected hours:** 4-5 hours per month – flexible working
- **Remuneration:** Out-of-pocket expenses incurred in line with doing the role

Overview

The British Porphyria Association (BPA) is a small UK charity which aims to support people with porphyria. We are seeking a digitally savvy person to support our admin team in tasks such as sending out information and merchandise to members, sourcing merchandise and answering calls and emails during holiday periods.

This is an exciting opportunity to join the BPA and support the team by providing administrative support.

About the charity

The British Porphyria Association is a UK charity that is committed to advocating for, supporting and educating porphyria patients, relatives and medical professionals, so as to improve the quality of life for those living with the different types of porphyria. We promote disease awareness and the advancement of research into new therapies.

The porphyrias are a group of rare, mainly genetic, conditions that have life-limiting and sometimes life-threatening impacts on a patient's life. Patients often experience exceptionally negative effects on their physical health, family and social relationships, financial stability and psychological and emotional wellbeing. By providing families with the tools and resources to be informed about their condition, we can help to improve the lives of those affected.

About the role

The Admin Support Volunteer will support the BPA team by providing administrative support. The amount of work may vary week to week, but there's unlikely to be more than 4-5 hours a month most months. You would be working remotely and should have access to a suitable laptop or PC. You will regularly connect with one of the Strategic Leads to coordinate tasks for the upcoming period.

Essential criteria

- Good communication skills (oral and written) and experience of team working
- Empathy and understanding
- An ability to maintain confidentiality and safeguard sensitive information
- Access to a suitable PC or laptop that can run an O365 package.
- A commitment to the aims of the BPA and the BPA's policies and procedures

Essential skills

- Good organisational and administrative skills
- Computer literacy: competent using MS Office Suite, including Teams, Outlook, Excel, Word and an Access database
- Experience of dealing with members of the public via different mediums, eg email, telephone, social media and virtual platforms such as Zoom/Teams

Key responsibilities

The role requirements will vary week to week. You will be responsible for a variety of tasks that could include any of the following:

- Collating information and merchandise and posting to members
- Sourcing merchandise options and collating a short list for the team to review
- Answering helpline calls and emails during holiday periods
- Assisting in the organisation of meetings and events
- Record keeping of relevant financial transactions
- Managing your own workload in a timely and recorded manner
- Taking on other administrative duties as necessary

BPA RESPONSIBILITIES

All those involved with the BPA, whether paid or unpaid, have the following responsibilities:

1. To maintain professional conduct and represent the BPA and its agreed position in an appropriate manner.
2. To familiarise themselves and comply with the BPA's policies, procedures and standards (available on www.porphyria.org.uk).
3. To adhere to the high standards of the BPA at all times to members, patients, carers and medical professionals.