

## Volunteering opportunity

### Administrator

#### Overall aim of the role

To support the Community Transport Unit with administrative duties, as listed below. We are flexible ... have a look at the list and let us know what you are interested in!

#### Report to

Assistant Head of Community Transport Unit (CTU)

#### Duties include:

##### 1. Outreach in the community

- Speaking to local community groups and organisations to raise the profile of HCT
- Distributing leaflets
- Supporting and arranging events

##### 2. Phone-based outreach

- Calling local businesses and community groups to raise the profile of HCT
- Contacting our existing members to get feedback
- Supporting HCT to get members involved in research

##### 3. Office administration

- Data entry
- Updating/maintaining records on system
- Organising /scanning / filing records
- Photocopying information
- Shredding documentation
- Assisting booking staff when required

#### We offer...

- Flexible hours and operate a volunteer rota to suit all needs and commitments
- Training and a qualification in business administration
- Learn new job skills
- An opportunity to meet new people
- Working in a friendly, supportive and professional environment
- Something worthwhile to do in your spare time
- Volunteering with a not-for-profit organisation that supports thousands of people in Hackney and Haringey
- References given at the end of successful volunteering to help you gain meaningful employment



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By volunteering your time with HCT, you will help us to ensure that our business operations runs smoothly, further benefiting the community groups across Hackney.

You will be supported and supervised by a member of the CTU team. We will ensure that you have suitable breaks during the day.

## **About HCT**

Hackney Community Transport (HCT) was originally founded in 1982 when around 30 local community groups in the London Borough of Hackney pooled their vehicle resources, providing low cost minibuses to help our community to get out and about.

As the organisation has grown across London, into Yorkshire, Humberside and the Southwest, becoming [HCT Group](#) in 2008, we have never neglected our Hackney roots. In Hackney, we are still Hackney Community Transport and we still provide our founding range of services, plus many more.

The following pages cover the bulk of questions we've been asked.

### **Still got a query or question?**

Call us on 020 7275 2422 or e-mail Pamela or Sabana at [volunteer@hctgroup.org](mailto:volunteer@hctgroup.org)

## Frequently asked questions

**Q: What is the salary?**

A: These are volunteer opportunities and there is no employee / employer relationship and no salary. (See below for information on expenses.)

**Q: Do I need any training?**

A: You do not need training for the role of administrator, but you will receive guidance and support. In addition, you can gain an accreditation in business administration through our onsite training department, should you wish to take this opportunity.

**Q: Do I receive expenses?**

A: Yes, you will receive up to £5 per day for travel expenses if you use public transport to come to our depot. You will also receive up to £5 to cover the costs of any lunch when you are with HCT for one full day each week. We will require receipts for each individual day you volunteer.

**Q: What is the dress code?**

A: Volunteers are required to dress appropriately for the office - smart / casual (No jeans, low tops, shorts, mini-skirts or sportswear).

**Q: Am I covered by insurance?**

A: Yes - We have comprehensive insurance for our volunteers, as well as public liability insurance.

**Q: I'm receiving benefits from the state. Does volunteering impact on my entitlement to benefits?**

A: This is a question you will need to refer to JobCentrePlus (or other organization's providing benefits). It may be useful to read the JobCentrePlus leaflet entitled 'Volunteering while receiving benefits'.

**Q: I have a full-time or part-time job. How does volunteering for BCT impact on the Working Time Directive?**

A: The provisions of the Working Time Directive (i.e. the maximum hours you can work each week) refer to workers. Volunteering is not regarded as working, and so does not impact on maximum working hours.

**Q: Do I need a DBS check?**

A: Not in an administrative role. As you are not working in what is classified as 'regulated activity', you are not required to have a DBS.

**Q: Where can I find out more?**

A: Please call us on 020 7275 2422 or e-mail [volunteer@hctgroup.org](mailto:volunteer@hctgroup.org) if you have any query that we have not answered.

# Person specification

## Essential:

- To value diversity and have a commitment to promoting and implementing HCT's equal opportunities policy.
- Awareness of Data Protection Act
- Ability to communicate effectively with office staff
- To be punctual
- Interested in volunteering in a charity / social enterprise

## Desireable

- Experience of working in an office environment
- To be competent using Word, Excel and Outlook
- Experience in data entry and filing