



## At a glance

### Skills

We need our Office Champions to be computer literate and knowledgeable of Microsoft Office. We also need people confident to respond to emails and answer the phone.

### Location

Ipswich head office and Rugby Refurbishment Centre.

### Time

We would like a regular time commitment of a day or half a day each week. Some volunteers offer more than a day each week.

## What will you be doing?

Office Champions are so important as TWAM could not operate without efficient administration and friendly people to respond to our supporters.

Roles include responding to general emails, which mainly ask for details of local Tool Ambassadors and what tools we can accept. Phone calls from supporters can ask the same, as well as how to make a donation and all sorts of requests for help. Letters have to be answered and donations acknowledged and recorded. There are so many things you could do to help us.

We have comfortable, welcoming offices equipped with modern furniture and equipment for you to enjoy.

Apply

Ask a question

Our Office Champions in the head office work with the Office Manager to respond to supporters by email and phone as well as writing letters and recording donations. It is a very varied role suitable for most abilities, with training provided.

We have small friendly offices where a helping hand is never far away.

Some volunteers have special tasks such as helping to prepare the paperwork for the containers we send to Africa, supporting our Country Coordinators, or working with volunteers. We will discuss all the options with you.

## What are we looking for?

You will ideally be used to working in an office and familiar with computers and Office software. You will ideally be willing to answer the phone and be the friendly voice of TWAM.

You will be a person who can work accurately and can be left to get on with a task once you are familiar with it.

## What difference will you make?

We could not operate without efficient administration. You will make such a difference by giving confidence to our supporters that we are well run and will use their donations wisely and efficiently.

## Volunteer benefits

You will work in welcoming offices where friendship and support is really important. You will enjoy engaging with our supporters and volunteers and hopefully learning new skills. You'll be part of a small but very important team of Office Champions.

[Our volunteering website: timefortwam.uk](http://timefortwam.uk)