

Role Description

Role Title:	Governance Team Support Volunteer
Department:	Governance
Reports to:	Governance Manager
Location:	H4W Head office in Brixton

Overall Aim

Housing for Women is a charity and a housing provider with a mission to empower women and challenge inequality. We support women through affordable housing, help women and children escaping domestic abuse, survivors of trafficking, women leaving prison and older women. We are looking for a friendly and motivated volunteer to help us with filing and archiving records and information kept on-site as well as support the Governance Manager with various administrative tasks.

Our governance team deals with a great deal of confidential and sensitive information and therefore an ability to maintain strictest confidentiality and to follow best practice in data processing is required. A degree of lifting and carrying may also be involved in the retrieval of records as you will be helping to file and archive physical files and keep the filing cabinets organised. You will help us to ensure only up to date and relevant information is stored in compliance with policies such as Document Retention and Disposal, Confidentiality, Data Protection and Health and Safety among others.

This is the perfect opportunity for anyone looking to use their administration and organisation skills on a regular basis. If you are looking to gain hands on experience in governance and charity administration including document archiving, and office management in a supportive environment, this is the perfect opportunity for you! We will provide relevant training and help you to identify career development opportunities.

Key Responsibilities – from the following:

- ✓ To assist our Governance team to archive, store and maintain Housing for Women's business and customer files, in a logical order
- ✓ Assist the Facilities Team with day-to-day operational tasks including administrative and facilities-related duties
- ✓ To update the necessary systems and procedures associated with document retention and disposal and confidentiality, etc.
- ✓ To support the Governance Manager in governance administrative tasks, including supporting with Subject Access Requests (SARs), Freedom of Information Requests (FOIs) maintaining accurate records and performing other ad hoc tasks within the team.
- ✓ To liaise with our external archiving provider in order to send and retrieve files as and when required
- ✓ To carry out document administration work including but not restricted to filing, scanning paperwork and secure disposal of confidential information such as SARs

- ✓ To promote and implement Housing for Women’s Equal Opportunities Policy and other polices adopted by the Board
- ✓ To act in accordance with the aims of Housing for Women
- ✓ Check incoming post, scan correspondence, and forward to relevant teams
- ✓ Conduct routine alarm checks to ensure systems are functioning correctly
- ✓ Perform regular first aid checks to maintain compliance
- ✓ Monitor and replenish stationery and kitchen supplies as needed
- ✓ Handle enquiries from former tenants
- ✓ Process and respond to official data protection requests (e.g. from police or other authorities) in line with company procedures and compliance requirements

Availability

We are looking for someone who can volunteer for one day a week, mostly in person, with occasional remote volunteering a possibility. We can be flexible with the days and hours if they are compatible with our service operation hours: Monday to Friday 9:30 am – 4:30 pm. We would however prefer the successful candidate to be available for volunteering on Wednesdays.

Benefits of Volunteering with Us

This is a great opportunity for somebody looking to gain experience in governance, office administration or with an interest in social housing. Some additional benefits are:

- ✓ Experience of working in a supportive and professional environment
- ✓ Full induction, support, and supervision
- ✓ Opportunity to develop new skills in a supportive and encouraging environment.
- ✓ Relevant training opportunities (i.e., Safeguarding, Confidentiality, Data Protection, etc.)

Additional Information

- ✓ Core training and induction will be provided prior commencing the role.
- ✓ We reimburse genuine out of pocket travel expenses (London zones 1- 6) to and from the place of work and up to £5 for lunch expenses for people volunteering four or more consecutive hours.
- ✓ We welcome applications from people of all backgrounds and sections of the community and we particularly encourage applications from senior citizens, ex-offenders, LGBTQ+ people, disabled people and Black, Asian, and Minority Ethnic (BAME) candidates as they are currently under-represented in our Volunteering Programme.

Personal specification - some experience, knowledge and skills that would be useful for this role – please refer to these requirements when filling in sections 21 and 22 of the application form.

Experience and Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge and experience of Word, and Excel packages • Awareness of workplace health and safety requirements is desirable but not necessary. • Interest in administration and office management • Good verbal and written communication skills
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Personal style and Behaviour	<ul style="list-style-type: none"> • Ability to work on own initiative and working well as part of a team • Resilient, able to handle conflict and remains calm under pressure • Reliable and trustworthy • Have a non-judgemental attitude • Ability to maintain confidentiality and to follow best practice in Data Protection
Other Requirements	<ul style="list-style-type: none"> • Personal commitment to the corporate values, vision, and objectives of Housing for Women’s culture of continuous service improvement • Evidenced commitment to equality and diversity • Sensitivity to working in a multicultural environment

For more information, please contact **Chryssy Hunter – Volunteer Coordinator**

Email: volunteer4us@h4w.co.uk **Phone:** 020 7944 804

To apply, please complete this [Volunteer Application Form](#)