

Volunteer Role: Office Assistant

Location: dDeaflinks Staffordshire, The Bridge Centre, Birches Head ST2 8DD

Hours: Flexible (Monday–Friday, 9:30–14:30)

Join Us and Make a Real Difference

dDeaflinks Staffordshire is dedicated to supporting the equal opportunities of all dDeaf people - empowering independence, breaking down barriers, and improving access to essential services.

We are building a team of **office-based volunteers** to support the day-to-day running of our charity and help us continue delivering high-quality services to the community. We welcome enthusiastic volunteers from all cultures, backgrounds, and experiences who are passionate about helping others.

About the Role

As an Office Assistant, you'll work alongside our small, friendly team of three staff members. You'll play an important part in ensuring our office runs smoothly by supporting both administrative and service-delivery tasks.

What You'll Be Doing

- Providing a warm and welcoming first point of contact for callers
 - Answering telephone and email enquiries and directing them appropriately
 - Supporting a range of general administrative tasks
 - Completing basic data entry and logging information
 - Attending relevant team meetings and training sessions
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Time Commitment

- Flexible hours - volunteer as much or as little as you can
- Office opens Monday to Friday, 9:30–14:30
- Occasional evening or weekend support may be needed for events
- No minimum or maximum commitment, though one day per week is ideal

Skills and Experience We're Looking For

- BSL skills are helpful but **not essential**
 - Good communication skills
 - Confident and professional telephone manner
 - General office and administration skills
 - Basic computer skills
 - Ability to work independently and as part of a team
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What You'll Gain

- Experience working within a professional organisation
 - Social interaction with staff, volunteers, and visitors
 - Opportunities to develop organisational and personal skills
 - A sense of pride and satisfaction from making a meaningful impact
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Additional Information

- Training and upskilling opportunities
 - Expenses reimbursed where applicable
 - Flexible role with supportive staff
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Interested? We'd love to hear from you;

Email: admin@deaflinks.co.uk

Telephone: 01782 219161

SMS: 07791 459307

Website: www.deaflinksstaffordshire.com

