

Volunteer Office Assistant

Role Description and Person Specification

About Pain Concern:

Pain Concern is a charity providing information and support to people with pain and those who care for them, whether family, friends or healthcare professionals. Visit our [website](#) to find out more about what we do, including our [Airing Pain](#) radio programme, [Pain Matters](#) magazine, information helpline and online community.

All pain is unpleasant, but for the one in five people in the UK living with long-term pain it is a part of everyday life. It diminishes quality of life more than any other condition, leading often to loss of work, depression and disability. Anyone at any age can develop persistent pain and you will very probably know somebody affected. Although there is usually no cure, people who receive the appropriate treatment, information and support can manage their condition effectively with life-changing results.

Role purpose:

Prepare information leaflets and magazines orders for dispatch using courier services, Please note, this role involves light physical work including lifting and stretching. Training will be given.

What you would be doing:

- Preparation and packing of orders
- Dispatching information leaflets and magazines to individuals and organisations
- Dispatching boxes of information leaflets to clinics and exhibitions
- Dispatching fundraising letters
- Dealing with email correspondence
- Answering and recording client enquiries
- Recording stock in and out
- Maintain accurate stock data base(s)
- Follow health and safety policies and procedures and be proactive in supporting a positive health and safety culture.
- Liaise with appropriate members of staff

Is this role right for me:

We are looking for an individual who possesses **some or all** of the below experiences, skills and qualities.

- Attention to detail
- Organised
- A working understanding of IT

- A flexible team player
- Able to occasionally lift and handle boxes up to 20Kg (Desirable)
- Able to routinely lift and handle boxes up to 5Kg (Essential)
- Knowledge of / interest in pain and long-term conditions

Availability and location:

- Volunteer 2-4 hours per week from our office at 62-66 Newcraighall Road, Edinburgh EH15 3HS

Benefits to you:

- Experience volunteering as part of a friendly team
- Meet new people
- Build on your employability skills
- A dedicated volunteer line manager looking after you
- A job reference
- Reasonable travel and expenses will be reimbursed in accordance with our Volunteer Policy
- Satisfaction of giving a valuable service to the community.
- On site car parking

How do I apply:

Download and complete an application form our website at <https://painconcern.org.uk/volunteer-for-pain-concern/>

For more information contact hr@painconcern.org.uk