



Location: Bridge Community Project, Livingston EH54 5FD

Time commitment: Flexible – we'll agree hours that suit you and the service

Voluntary role: Administrator (expenses available if applicable)

Join our team and make a real difference for people in our community!

We're looking for a Volunteer Administrator to join our Financial Wellbeing Service and support the day-to-day work that helps our services run well. If you're friendly, organised, and happy to support a small busy team, we'd love to hear from you.

This volunteer role is still growing, so don't worry if you're new to this kind of work — we'll provide training and support to help you feel confident with practical tasks and our systems.

You can expect us to

- make you feel welcome, included and respected in line with our values and behaviours
- support you in having a positive and impactful experience at the Bridge Community Project
- cover agreed out-of-pocket expenses in line with our Expenses Policy
- provide you with access to learning, development and opportunities to use your skills and experience

What you'll be doing

General Administration

- Work collaboratively with the Money Advisers, Support Advisers and Senior Administrator to support Financial Wellbeing service
- Answering phone calls and taking messages
- Responding to emails or passing them to the right person
- Booking appointments and updating diaries
- Liaise with clients in advance of scheduled appointments to confirm attendance
- Helping prepare letters, forms, or information packs
- Updating basic records and spreadsheets
- Filing, photocopying, scanning, and printing
- Keeping shared spaces tidy and organised

Team Support

- Apply for relevant grants
- Organise relevant practical support resources to be available as needed, helping to ensure clients feel cared for and supported during their engagement with the service.
- Helping staff with small practical tasks as needed
- Supporting events or courses with sign-in sheets or admin help
- Being part of a friendly, supportive team that works together

Who we're looking for

You might be a great fit if you are:

- Friendly, approachable, and respectful
- Organised and reliable
- Comfortable using basic IT (email, Word/Google docs, spreadsheets)
- Happy to learn new systems with support
- Able to work with confidentiality and care

Helpful but not required

- Previous admin or reception experience
- Experience volunteering or working with the public
- Full UK driving licence

Note: Full training will be provided for all aspects of the role.

Application Details

- Please submit a **CV and cover letter** outlining your interest in the role and relevant experience to the email address: anna@bridgecommunityproject.org.uk