



## WEST LOTHIAN BIKE LIBRARY CIC – ADMINISTRATOR

### Role Profile for **Administrator Volunteer**.

#### **The Organisation:**

West Lothian Bike Library (WLBL) is a not for profit, community interest company. We help people to get active and connected through cycling and associated activity. We aim to tackle inequalities in health by making cycling an activity for all, regardless of background, income or ability.

Our projects and activities aim to improve health and increase independence, confidence, employability and skills. Where cost is a barrier to cycling, we donate and/or loan free of charge recycled bikes to those in need.

WLBL runs an Inclusive Cycling scheme with a pool of adaptive bikes for people with additional support needs. We offer training and led rides, designed to help improve cycling confidence.

#### **The Role:**

This role is about supporting WLBL activities, social objectives, overall goals and brand by carrying out a range of administration and customer service tasks as guided by Project Coordinator.

- Respond to customer queries.
- Update records and databases
- Produce reports
- Open office to the public. (if role is office based)

#### **Responsibilities:**

- Respond to telephone and email enquiries within agreed boundaries and timescales.
- Make timely referrals to Project Coordinator to provide response to queries out with remit.
- Data input, record keeping and use of databases following WLBL procedures.
- Produce reports from records and databases as instructed by Project Coordinator.
- Other administration tasks as required by Project Coordinator.
- Carry out all tasks with respect to the health and safety to yourself and others.
- Demonstrate respect for other volunteers, cyclists and staff.
- Maintain the confidentiality of data and information belonging to WLBL, their staff, volunteers and Customers.
- Attend training sessions as appropriate.

#### Office Based Role Only

- Open office to the public at agreed times each week.
- Respond to face to face enquiries.

Training will be assessed on an individual basis and subject to minimum commitment levels.

All volunteers must agree to our [Volunteer Commitment](#) prior to commencing a role with us.

**Personal Requirements:**

- Aged 18 or over.
- Friendly, approachable and sociable.
- Reliable.
- Able to work alone.
- Motivated.
- Ability to follow instructions.
- Organised.
- Proficient in MS office.
- Attention to detail

**Location:**

The role exists as both home and office based. The office is based at Crofthead Community Centre. Expenses will be paid in line with WLBL Expenses Policy.

**Commitment Required:**

This role flexible in the number of hours required from a minimum commitment of one hour per week. However, it is essential that the post holder is reliable and can be depended upon to carry out agreed activities at agreed times.