Administrative Support Officer (Volunteer)

Role description

Organisation: The Muslim Lived Experience Network CIC
Role Type: Volunteer
Location: Hybrid (London-based/remote working)
Time Commitment: 3 hours per week (minimum), permanent
Reports to: Co-Directors
Start Date: Immediate

About Us

The Muslim Lived Experience Network (mlxn.org.uk) is a lived experience-led organisation committed to supporting individuals experiencing mental health challenges. We offer faith-informed peer support interventions, lived experience-related workshops and events, Islamic talks on mental health related topics, hospital 'Muslim Faith Kits', training, consultation, ad hoc support and signposting.

Our team is made up of dedicated volunteers united by a shared mission to attain the pleasure of Allah (SWT). We strive to achieve this by bringing peer support and lived experience perspectives to our communities - to educate, reduce stigma and improve the quality of life for people living with mental health conditions.

Role Purpose

The **Administrative Support Officer** provides essential administrative and communications support to ensure the smooth day-to-day running of MLXN's activities. This role focuses on managing communications, supporting digital content updates, and assisting the wider team with administrative tasks across operations and events.

All volunteers act as Ambassadors for MLXN and commit to positively promoting the network, its mission, and its work wherever appropriate.

Key Responsibilities

1. **Communications & Inbox Management**
   - Monitor and manage the team mailbox, ensuring timely and professional responses
   - Respond to volunteering enquiries and mailing list sign-ups
   - Signpost queries to relevant team members where appropriate
2. **Content & Communications Support**
   - Support the creation and distribution of the monthly newsletter
   - Assist with drafting, formatting, and proofreading communications
3. **Website & Digital Updates**
   - Update the website with upcoming events and relevant content
   - Ensure information is accurate, accessible, and up to date
4. **Administrative Support**

- Support the Operational Lead with administrative tasks (e.g. formatting documents, organising files)
- Assist in maintaining organised records and documentation

5. **Events Administration Support**
   - Provide administrative support to the Events Team (e.g. attendee lists, communications, coordination tasks)
   - Assist with pre- and post-event admin where required
6. **Safeguarding & Conduct**
   - Maintain confidentiality and handle sensitive information appropriately
   - Be aware of safeguarding principles and escalate concerns where necessary
   - Uphold MLXN's values, including compassion, professionalism, and respect
7. **Personal, Professional & Spiritual Development**
   - Attend mandatory meetings, training and supervision
8. **Ad hoc**
   - Support Directors and team with ad hoc tasks where required

Person Specification

- Strong organisational and administrative skills, with the ability to manage multiple tasks, prioritise effectively, and maintain accurate records.
- Experience or confidence in managing email inboxes, responding to enquiries, and communicating in a professional and timely manner.
- Good written communication skills, including the ability to draft, format, and proofread clear and appropriate content (e.g. newsletters, emails, website updates).
- Ability to support digital tasks such as updating websites and maintaining accurate, accessible online information.
- High attention to detail and ability to handle sensitive information with confidentiality and professionalism.
- An understanding of safeguarding principles and the ability to apply appropriate boundaries and escalation where needed.
- Ability to work independently as well as collaboratively within a team, taking direction and supporting wider organisational activities.
- Willingness to learn, take initiative, and contribute to continuous improvement across administrative processes.
- Ability to apply relevant experience, knowledge, and skills to effectively carry out the responsibilities outlined in the role description.
- Preference will be given to candidates with relevant lived experience.
- Demonstrates an understanding of, and commitment to, adhering to and respecting Islamic values.

Expression of Interest

Please email team@mlxn.org.uk with a summary of why you're interested in this role and how you meet the above person specification.

THE MUSLIM LIVED EXPERIENCE NETWORK
MLXN