Basic skills of the volunteer:

Holding various offices in voluntary organisations

**Tasks associated with holding various offices in an organisation:**

* attend meetings, both physical and online
* interact with the other volunteers
* familiarise themselves with the duties of the board/organisation
* be present on the various channels of the organisation

**Reading**

* read messages and emails
* read work schedules and attendance lists
* read messages
* read various information posters
* read social media posts
* read agendas and minutes of meetings

**Writing**

* write short messages to themselves or others
* record the cash register settlement
* sign for, sign and verify forms
* write messages and emails
* write information posters
* write social media posts
* write agendas
* update lists of members
* set up work schedules
* write instructions
* write minutes of meetings

**Oral skills**

* receive instructions from others
* talk to other volunteers about work tasks
* receive and give short messages
* talk on the phone
* take part in break conversations
* report acute incidents or accidents
* ask if anything is unclear
* report illness or absence
* suggest changes to assignments and working methods
* give instructions to other members or volunteers
* provide training to others
* participate in training

**Numeracy**

* count money when settling the cash register
* keep track of change
* use the four arithmetic operations
* fill in timesheets
* make estimates of quantities in connection with purchases
* make estimates when paying
* keep track of paying members
* keep accounts
* keep track of voting
* keep track of events in a calendar
* calculate milage allowances
* pay bills
* fill in forms for travel allowances

**Digital skills**

* send and receive messages and emails
* check meetings or appointments
* find various forms online
* use standard office software
* submit and receive lists of orders
* help customers with payment services
* use QR codes and barcodes as needed
* use various digital arenas for collaboration and communication
* use various programs for training purposes
* use various payment solutions
* fill in information in cash settlement forms
* use a calculator
* use a scanner
* send forms for travel allowances
* use a smartphone and tablet with different apps relating to tasks