

## My volunteering experience by Akwa Bestman



**Volunteering at Rathbone has helped me gain more confidence, develop my work skills and given me an opportunity to give something back.**

I found out about volunteering for Rathbone Society through the Lambeth Volunteering Centre. After applying I was contacted by Roy, the volunteer co-ordinator who asked me lots of questions about what area I was interested in volunteering for and together we decided that admin, filing and answering the phones would be what I would be most happy doing.

The training sessions with other volunteers and Roy before I became an official volunteer were very beneficial as it gave me a lot of background information about how Rathbone operates and safeguarding tools which made me feel more relaxed about going into volunteering.

I've been volunteering at Rathbone since March 2012 and it has been very rewarding. I work mostly with Pippa and Andrea and have had a variety of tasks to do, from helping with the Youth Club folders, taking care of personnel files, imputing data into HR system, scanning documents and helping Lee and Jack with weekly rotas. Being paired with Andrea has been great because although everyone is friendly and approachable and makes me feel part of the office team, it's good knowing there is a 'work buddy' for me to go to if I'm not sure about what I'm doing.

Supervision sessions with Roy have been very useful in that I get feedback on my performance and I am to tell him how I feel things are going, what I'm happy with, if I have any grievance or if I need more training.

Overall my volunteering experience so far has been great, I've been improving myself as a person, having fun, making new friends while learning new skills and helping others. Volunteering has been a very good experience for me and I am grateful to everyone for giving me this opportunity.

**I WOULD RECOMMEND BEING A VOLUNTEER AT Rathbone. TO ANYONE**