



Job Description

Job Title: Voluntary Services Administrator

Hours per week: 37.5

Department: Voluntary Services

Reports to: Volunteer Recruitment Supervisor

DBS Disclosure: N/A

Date Prepared: August 2021

JOB SUMMARY/PURPOSE: To support the voluntary services department by providing a comprehensive administration service including support for recruitment, induction, management, and development of volunteering across the Hospice and Retail Company.

KEY DUTIES & RESPONSIBILITIES:

1. Deal with enquiries by telephone, email and in person regarding volunteering. Inform people about the process of applying to volunteer at the Hospice and Retail Company and signpost them to relevant information. Oversee the @VSteam mailbox, respond to enquiries or forward accordingly.
2. Handle the administration associated with recruiting new volunteers, including correspondence with applicants, taking references and supporting progress through induction following hospice and retail company procedures.
3. Process volunteer DBS checks according to the volunteer role description and work with volunteer applicants to ensure a smooth process.
4. Oversee the upkeep of the volunteer database (Raiser's Edge), ensuring accurate data entry and up to date records. Provide volunteer data to inform reports on the volunteer service, as well as statistical reports for the management team, trustees and outside bodies.

5. Liaise regularly with the retail managers and volunteer leaders to ensure that the administration for all retail volunteers is completed, entered accurately onto the central database and appropriate paperwork scanned into the system.
6. Support the voluntary services team with volunteer taster sessions, one to ones and tours where appropriate. Ensure the appropriate induction process has been followed for hospice, community and retail volunteers and update paperwork and training records on the volunteer database.
7. Register volunteers for e-learning modules and support them to complete relevant training modules including update training where appropriate. Monitor completion rates as part of a monthly report.
8. Support the coordination of volunteer training sessions – oversee the hospice volunteer training calendar, room bookings, liaison with colleagues involved in delivery of sessions, order and coordinate refreshments, monitor attendance and update volunteer records.
9. Ensure volunteers have access to relevant paperwork such as recruitment packs, policies and procedures.
10. Through effective communication with the voluntary services team, maintain an awareness of volunteer role vacancies and emerging opportunities.
11. Work with the Volunteer Recruitment Supervisor to update and develop internal and external volunteer recruitment adverts to be communicated internally, on the St Wilfrid's Hospice website and through effective liaison with local volunteer centres and utilising available resources such as Do-It.org.
12. Support the Volunteer Recruitment Supervisor to gather information and data for reporting purposes and manipulate as needed.
13. Support the Voluntary Services Development Manager in ensuring effective communication with volunteers by, for example, preparing and sending out volunteer emails, organising volunteer meetings and taking minutes where applicable.
14. Work with colleagues to collate volunteer related news and produce regular updates for all volunteers. Co-ordinate the delivery to volunteers by email and other channels where possible.
15. Be responsible for the volunteer noticeboard to ensure it is kept up to date with volunteer news and copies of volunteer e-mails.
16. Maintain awareness of the contribution volunteers are making and developments across the organisation.

General Duties & Responsibilities

1. Maintain confidentiality at all times.
2. Contribute to close working relationships with all staff and to help to build an open and honest culture that facilitates learning, creativity and excellence.
3. Undertake any other duties at the request of the line manager which are commensurate with the role including project work and absence cover.
4. Comply with the policies and procedures of St Wilfrid's Hospice at all times.
5. Participate fully in the performance management process and undertake Continuing Professional Development as required.
6. Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
7. Demonstrate our values in the way you carry out your responsibilities: Professional, Respectful, Compassionate and Progressive.

St Wilfrid's Hospice is a registered charity. It relies on the local community for a major proportion of its income through fundraising. For this reason it is expected that all members of staff will endeavour to support the fundraising activities of the Hospice, taking appropriate opportunities to explain the way the Hospice operates. We want to encourage staff, when possible, to attend, in a voluntary capacity, at least two fundraising activities a year.

This job description will be reviewed as necessary and may be amended to meet the changing needs of the organisation. This job description has been agreed between the post holder and St Wilfrid's Hospice.

Employee's signature:

Manager's signature

Print name:

Print name:

Date:

Date:



PERSON SPECIFICATION

Job title: Voluntary Services Administrator

Department: Voluntary Services

Date: August 2021

DETAIL	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> GCSE or equivalent Maths and English 	
EXPERIENCE	<ul style="list-style-type: none"> Previous administration experience Confident in using video conferencing software such as Zoom or MS Teams Dealing with competing priorities Proven experience of maintaining databases and producing reports Arranging and coordinating meetings, training and programmes Prioritising workload Working to deadlines 	<ul style="list-style-type: none"> Recruitment experience Experience of working in the third sector Managing a case load Organising rotas Working knowledge of website development and/or hosting Experience of working with volunteers
SPECIFIC SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> Excellent planning and organisation skills Attentive to detail IT Literate, proficient with Microsoft Office Excellent verbal communication skills and confident telephone manner Knowledge of consultation/ 	<ul style="list-style-type: none"> Group facilitation skills Familiar with Better Impact or Raiser's Edge database or other similar CRMs Marketing, design or promotions

	<p>research software (e.g. Lime Survey) and web based contact tools (e.g. Mail Chimp, Do-it.org Facebook, Twitter)</p> <ul style="list-style-type: none"> • Ability to write clear and concise grammatically correct text • Listens well and understands others' perspectives 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Good interpersonal skills • Positive and solution focussed approach • Able to demonstrate initiative and drive • Ability to work as part of a team • Able to take initiative • Awareness of the need for confidentiality • Keen to embrace change and new developments • Sensitive to others' needs 	
OTHER FACTORS	<ul style="list-style-type: none"> • Ability to evolve with the role • Empathetic to hospice environment 	