

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE – Voluntary Services Administrator

REPORTS TO – Head of Voluntary Services

RESPONSIBLE FOR – Voluntary Services Department Volunteers

PURPOSE OF ROLE

Provide effective administration support and excellent customer service to promote volunteering throughout the organisation through assisting the Voluntary Services Department.

KEY RESPONSIBILITIES

- To assist on all administration tasks relating to the Voluntary Services Department in compliance with all relevant organisation policies and procedures.
- To be the central contact for all volunteer enquiries via telephone, email and post; ensuring all requests and queries are answered promptly with a personal response where possible.
- Liaise and communicate with other departments, volunteers, staff and families to obtain relevant information in a timely manner.
- To collate organisational volunteer vacancies and update all methods of internal and external advertising.
- To update the volunteer database daily; ensuring accurate information is available to all departments, completing regularly data audits and providing data reports as required.
- To provide monthly Key Performance Indicator (KPI) reports, including volunteer hours.
- Organise the Volunteer Forum meetings; including room bookings, writing the agendas, taking minutes and ensuring all action points are followed up.
- Support, train, induct and develop a team of volunteers to support the Voluntary Services Team.
- To support the Voluntary Services Apprentice to assist the team with administration tasks.
- Support recruitment events and initiatives, research and highlight relevant opportunities to raise the profile of volunteering at Demelza.
- Update the department's forms, policies and procedures as required in accordance with the Quality Management System (QMS).
- Collate marketing materials including website entries, social media posts, the organisational newsletter and other marketing literature to promote volunteer opportunities.
- Research and promote internal and external volunteer reward and recognition awards and support the celebration of volunteering events.
- Act as an Approved Signatory with the Home Office for the Disclosure and Barring Service, completing applications timely and accurately and acting as the department's central point of contact to chase applications.

PERSON SPECIFICATION

Essential

- Extensive administration experience within a busy office.
- High standard of computer literacy, including use of Microsoft Office (Word, Excel, PowerPoint and Outlook)

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- An understanding of social media (Facebook/Twitter)
- Ability to work with sensitive information, maintaining professional boundaries and confidentiality at all times
- Able to work to tight deadlines, prioritising workload without compromising standards, good planning and organisational skills
- Willingness to undertake training as identified to enhance performance and comply with organisational policies and procedures
- Some flexibility in working hours as required, in accordance with service demands
- Able to work well within a small team, being flexible to meet business needs
- Clear precise communication skills both written and verbal
- Ability to communicate and engage with people of diverse backgrounds, abilities, interests and ages
- Excellent customer service focus
- Fully conversant with all aspects of discrimination, equality of opportunity and diversity
- Accurate recording of information and attention to detail

Desirable

- Experience of using databases
- Previous experience of working within the voluntary sector
- Occasional flexibility of hours required – with advance notice given
- Knowledge of GDPR (General Data Protection Regulations)
- Full driving licence, use of own vehicle and willingness to travel to other sites, as required

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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