

## **Job Description**

<b>JOB TITLE:</b>	Volunteering & Communications Administrator
<b>CONTRACT TYPE:</b>	Permanent
<b>JOB PURPOSE:</b>	<p>To undertake the administration of the Volunteering service; predominantly relating to the recruitment and support of our volunteers.</p> <p>To provide some assistance to the Communications function (social media, website, events) as and when required.</p>
<b>ACCOUNTABLE TO:</b>	Volunteering & Communications Manager
<b>RESPONSIBLE FOR:</b>	This post does not carry line management responsibilities, but will involve working with volunteers.
<b>LOCATION:</b>	Taunton
<b>NORMAL OFFICE HOURS:</b>	Part-time: 21 hours which can be worked flexibly across the week as agreed with Line Manager. Working pattern to be agreed, within the normal office hours for Age UK Somerset which are 9am – 5pm with 1 hour for lunch.
<b>TRAVEL:</b>	The nature of the job may require some travel around Somerset and North Somerset. It is the post holder's responsibility to provide a roadworthy vehicle. Travel expenses are paid at an appropriate rate.

### **MAIN DUTIES: VOLUNTEERING**

- Proactively promote volunteering for Age UK Somerset and respond promptly to all enquiries relating to volunteering matters and from volunteers themselves
- Liaise across services and projects to assess the need for volunteer recruitment and respond accordingly, under the guidance of the Volunteering and Communications Manager
- Ensure Volunteering opportunities are promoted online, in leaflets and posters and are kept up to date
- Maintain thorough application and screening processes in recruiting volunteers and ensure they are inducted, appropriately matched and trained for a position
- Process volunteer references and Disclosure and Barring Service (DBS) checks, monitoring their progress and outcome. Act as a DBS "Disclosure Manager",
- Create and maintain up-to-date, secure and efficient filing systems in line with the organisation's processes, protocols and data protection requirements
- Complete monthly monitoring and timely reporting
- Provide general administrative support and assistance for the Volunteering service, undertaking routine duties such as answering the phone, emails, filing

and photocopying

- Contribute to the team, communicating openly, being proactive and working as a positive, engaged team member
- Representing Age UK Somerset Volunteering & Comms Team at meetings about volunteering

### **MAIN DUTIES: COMMUNICATIONS**

- Basic website content maintenance (training provided)
- Posting on behalf of Age UK Somerset via our Social media channels, as requested
- Manage supply of and consistency of posters, leaflets and general promotional material of Age UK Somerset
- Assist in the distribution of promotional materials
- Assist in the production of newsletters for both external and internal circulation
- Answer phone enquiries/requests to the service, including responding to voicemail messages.
- Assist the Volunteering & Comms Manager with organising and supporting at fundraising / awareness events as required.
- Carry out any other duties as requested by the Volunteering and Communications Manager which are commensurate with the post.

### **QUALITY**

- Produce all documentation to the professional format and standard required by the organisation
- Ensure all requested tasks are delivered on time
- Maintain an efficient filing and archiving system.

### **COMMUNICATIONS**

- Maintain effective communications within the team
- Communicate efficiently and effectively with all colleagues and volunteers.

### **ADMINISTRATION**

- Keep accurate records and to provide reports as requested by the Volunteering and Communications Manager
- Store, maintain and communicate data in accordance with the organisation's confidentiality and data protection policy
- Provide own administrative support
- Ensure effective use of telephone or electronic equipment and use in accordance with the organisation's policies and procedures.

### **RELATIONSHIPS**

- Work closely with the Volunteering and Communications Manager
- Build and maintain a good working relationship with Service Managers/Co-Ordinators, staff and volunteers
- Foster and maintain good working relationships with relevant statutory authorities, voluntary organisations and other key agencies
- Work with due regard to disability awareness and equality of opportunity

## **GENERAL**

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc
- Represent the organisation at meetings, conferences and events where appropriate
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

## **NOMINATIONS**

- Post holders may be asked to assist the organisation to comply with its health and safety responsibilities (e.g. Fire Marshal, Emergency First Aider).
- Post holders may be allocated projects as individual responsibilities as relevant to their role (e.g. setting, promoting and collating information to create reports for the Somerset Older Opinions Matter project, certain aspects of Website administration, co-ordination for promotional items, support for recruitment or fundraising campaigns).

## **EQUAL OPPORTUNITY**

Age UK Somerset is committed to work towards equality of opportunity. The postholder will be expected to work within this context.

**NOTE** – This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.

# **PERSON SPECIFICATION**

## **Volunteering & Communications Administrator**

### **EDUCATION/TRAINING**

- Essential:**
- Good standard of education

### **KNOWLEDGE/EXPERIENCE (minimum 12 months)**

- Essential:**
- Strong experience of working in an office administration role
  - Working knowledge of MS Office (particularly Excel, Word and Outlook) at an intermediate level
- Desirable:**
- Previous experience of working with volunteers and working within a Volunteering and/or Communications role
  - Knowledge of the work of Age UK Somerset and charity context
  - Experience of copy writing or proof reading
  - Experience of MS Publisher, MS PowerPoint and Sharepoint
  - Previous experience of a customer relationship management system, including simple report generation
  - Knowledge and experience of using social media for business purposes
  - Experience of popular marketing and AI tools, eg Canva, SurveyMonkey, Buffer, ChatGPT, CoPilot

### **SKILLS AND ABILITIES**

- Essential:**
- Excellent interpersonal skills, 'soft' skills, and telephone manner
  - Excellent attention to detail
  - Effective internal and external communication skills – both verbal and written
  - Ability to multitask, organise, prioritise and plan work effectively
  - Ability to work as part of a team and independently, using initiative and taking responsibility whilst seeking support where appropriate
  - Good time management skills
  - A willingness to learn

### **GENERAL**

- Essential:**
- A commitment to Age UK Somerset's charitable aims and core values
  - A flexible and positive approach
  - A commitment to continuous improvement
  - A commitment to provide an excellent service
  - Empathy with the needs of older people
  - Willing to undergo an enhanced check by the DBS

