

Candidate Information



Volunteering Administrator

Closing Date: Monday 22nd September 2025 @ 8.00 am
Interviews to be held on Tuesday 7th October

Pack Overview

Thank you for your interest in our vacancy for the positions of Volunteering Administrator. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

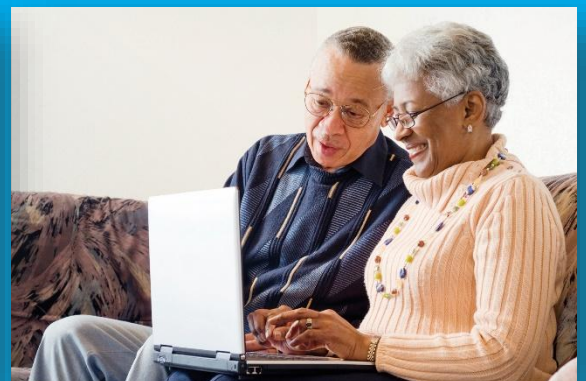
If you have any questions about any aspect of the organisation or the role, please

About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for over 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to thousands of enquiries each year with our range of services, which include Activity Day Centres, Befriending, Digital Inclusion, Improving Homes and Wellbeing, Information & Advice provision, Specialist Benefits Advice, Reconnect, Walking Groups, Welcome Home Project and Volunteering opportunities.



Our history

1997	Age Concern South Gloucestershire was formed.
2005	Age Concern South Gloucestershire changes its legal structure to become a charitable company.
2009	Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...
2010	...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.
2022	Age UK South Gloucestershire celebrated our 25th Birthday.
2023	We continue to look to the future!

Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, policies and legal compliance.



Working for Us

Age UK South Gloucestershire employs a team of over 25 paid staff, and over 160 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A cycle to work scheme.
- A great working atmosphere.
- opportunities with funding contributions toward career developing qualifications.
- A convenient location for access to local parking.



Vacancy Details

Volunteering Administrator

18.75 hours per week

Working pattern to be agreed with the appointed candidate

Actual annual salary £12,333.75

Permanent

Age UK South Gloucestershire is looking to recruit a positive, organised and IT-literate individual to provide administrative support to our Volunteering Team.

As Volunteering Administrator, you would undertake a varied range of administration duties.

Working within our small committed staff team and supporting our team of over 100 wonderful volunteers this would be a busy and rewarding role. The ideal candidate will have a confident, professional and polite communication style both over the phone, in person and in writing.

If this sounds like you and you are looking to join a friendly and supportive team, we would like to hear from you.

At Age UK South Gloucestershire, we offer a generous benefits package and the charity is committed to equalities, diversity and inclusion and therefore encourages applications from all sectors of the community.

If that person could be you, download an application pack from our website: www.ageuksouthglos.org.uk. Applications must be made using the form on our website, and completed application forms should be returned to hr@ageuksouthglos.org.uk. Applications will not be accepted when submitted via agencies or other recruitment platforms.



Closing Date: Monday 22nd September at
8.00 am

Interviews to be held week commencing
29th September

Job Description

Job Title	Volunteering Administrator
Salary	Actual annual salary £12,333.75
Hours of work	Part-time, 18.75 hours per week
Working pattern	To be agreed with the appointed candidate
Place of work	67 High Street, Thornbury, BS35 2AW
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Permanent

Job Purpose
This role will undertake a wide range of administration duties, primarily supporting the organisation's Volunteering function. A portion of the post holder's time will also be spent supporting our services which look to reduce loneliness and isolation in older people; namely Befriending.
Responsible to
Volunteering Manager
Contacts
The post holder will need to build positive relationships with the volunteering team, volunteers, clients, partner organisations, and the wider staff team within the organisation.
Key Responsibilities
<ul style="list-style-type: none"> • Act as the main point of contact for day-to-day operational enquiries regarding volunteering, resolving day-to-day operational issues as they arise, and escalating issues within the team when needed. • Monitor the department email inbox and phone line, processing incoming service enquiries, signposting internally and externally as necessary. • Ensure volunteer roles are advertised online through recognised websites and databases. • Process new volunteer applications. • Request and process volunteer reference checks.

- Request and process volunteer background checks – supporting them in their application process where required.
- Arrange training and induction sessions for volunteers.
- Administer and collate volunteer surveys.
- General office duties including data entry, word-processing, photocopying, scanning, filing and mailing.
- To support the organisation with volunteering and public events.

General Responsibilities of all staff members

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria

- Good general IT skills, specifically in Microsoft Excel, Outlook and Word.
- Great organisational skills and an ability to prioritise and multi-task.
- An understanding of confidentiality and the ability to handle sensitive information.
- A confident, professional and polite communication style both over the phone, in person and in writing.
- A good level of resilience and composure when managing enquiries that may occasionally be distressing or emotive in nature.
- A commitment to promoting and supporting equal opportunities & diversity.
- Ability to use initiative and work independently, but when things get busy, you'll be able to work well with the team and 'muck in' when needed.
- Great attention to detail and a common-sense approach, you'll be motivated to do a fantastic job.
- A commitment to the aims and objectives of AUKSG.
- A driving licence and access to transport

Desirable Criteria

- Previous experience of working in an office environment, as an administrator.
- An understanding of the issues faced by older people, particularly social isolation.
- An understanding of the role of volunteering and the issues and opportunities it can bring.
- Experience of working with volunteers.
- Experience of working with older people.
- Willing to work occasional out of hours working to meet the organisation's needs.

How to Apply

If you are interested in becoming a Routes-2-Wellbeing Outreach Worker, please download an application form from our website:

www.ageuksouthglos.org.uk

Completed application forms should be submitted via email or post
FAO Tracy Marshall, Office Supervisor:

hr@ageuksouthglos.org.uk

or

Age UK South Gloucestershire,
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact Tracy Marshall and she will be happy to arrange for an informal discussion with the appropriate member of staff.

