

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

- 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.