

Job Description

Job Title: Volunteer Assistant

Responsible to: Volunteer Manager

Brief overview of the role: To contribute to a welcoming, inclusive and well-organised volunteer experience by providing high-quality administrative support to the Volunteer Manager. The role helps ensure that every volunteer - from enquiry through to ongoing involvement - feels valued, supported and equipped to make a positive difference within AUKWSBH and the communities we serve.

Main duties:

- Process recruitment adverts and volunteer application forms promptly to help ensure a smooth and positive applicant journey.
- Assist in the coordination and administration of volunteer training to support volunteer development.
- Offer friendly, informed signposting and support to both prospective and current volunteers making enquiries about volunteering opportunities.
- Carry out the administration of DBS checks for volunteers in line with organisational procedures.
- Help to promote volunteering both internally and externally by supporting recruitment drives and related activities.
- Assist in organising profile-raising events that help attract new volunteers and increase awareness of volunteering opportunities.
- Respond promptly and professionally to correspondence, phone calls and emails, ensuring a helpful and accessible service to a wide range of people.
- Maintain accurate and confidential records, including volunteer and training databases and undertake regular data cleansing to ensure information remains up to date.
- Run routine reports from volunteer records to support monitoring, planning and data analysis.
- Provide general office support, including photocopying, filing and handling incoming and outgoing post in an organised and efficient manner.
- Support the planning and delivery of volunteering activities and wider charity events.
- Assist the Volunteer Manager with ongoing monitoring and evaluation of the volunteer service.
- Take notes at meetings when required.
- Help maintain stationery supplies and office sundries to support smooth day-to-day operations.
- Assist with ad hoc projects as and when required.
- Work in accordance with all organisational policies and procedures, ensuring consistency, compliance and best practice.

Governance

- To comply with all organisational policies and procedures and relevant legislation including Health and Safety, Safeguarding and General Data Protection Regulations (GDPR)
- To attend relevant and mandatory training as required
- Maintain up-to-date qualifications.
- To adhere to all health and safety, and legal requirements in line with AUKWSBH policies and procedures.
- To help deliver the objectives as set out in the organisational strategic plan.
- Contribute to organisational objectives and strategic plans.
- To undertake any other duties appropriate within the role as may reasonably be required by AUKWSBH

Key contacts and relationships

You will work closely with the Volunteer Manager and will have regular contact with managers, coordinators and team leads across the organisation who involve volunteers within their services. This includes supporting colleagues who oversee volunteer-supported activities and community programmes.

You will also build positive working relationships with potential, new and existing volunteers, ensuring they feel well-supported and connected throughout their volunteering journey.

Equality, diversity and inclusion

Age UK West Sussex Brighton and Hove is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the postholder.

Person Specification – Volunteer Assistant

Experience	Essential	Desirable
Ability to work successfully both independently as well as part of a team	✓	
An understanding of, and interest in older people, their situations and opportunities they may want and/or need	✓	
Experience of working with and alongside volunteers		✓
Proven ability to prioritise own workload effectively and use initiative to solve issues	✓	
Good communication and customer service skills including written and verbal	✓	
Experience of recruitment administration including processing DBS checks		✓
Ability to deal with sensitivity to matters as required	✓	
Skills		
Good computer skills including using main Microsoft packages and to accurately maintain records	✓	
Experience of using Charity Log or other Customer Relationship Management (CRM)	✓	
Have a flexible approach to working	✓	
Demonstrable competency in high standards of administrative work	✓	
Ability to work with confidential information in accordance with data protection requirements	✓	
Knowledge of General Data Protection Regulation (GDPR)	✓	
Ability to collate and analyse information	✓	
Ability to present to small groups to promote volunteering		✓
A 'can do' positive and professional attitude that can flex and adapt to change and challenges	✓	
Other requirements		
Ability to travel on occasion to different locations including other AUKWSBH sites	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	✓	
Have the capacity to inspire and motivate others		✓
A commitment to all aspects of sustainability so as to deliver effective and focused services that also minimise environmental impact	✓	
Commitment to AUKWSBH's vision, mission and values	✓	