

Job Description

Volunteer Coordinator & HR Administrator

1. JOB DETAILS:	
Job Title:	Volunteer Coordinator & HR Administrator
Reporting to:	Operations Manager
Place of work:	Hybrid working model, including office-based and home working, with some travel across Wiltshire, Swindon and Southampton to attend meetings, events, and support activities.
Working Hours:	35 hrs per week. Flexible working hours, typically between 8:30am and 6:00pm. Attendance at occasional evening or weekend events and meetings may be required.
Remuneration:	£28,000
DBS check	Basic
DATA	IAO (Information Asset Owner): As part of your role with AUKW, you will be responsible for information assets, that is - data that we hold about the individuals we work with (Data Subjects). This means that under GDPR you are an Information Asset Owner (IAO).

2. JOB PURPOSE:

Age UK Wiltshire is a trusted and influential charity supporting older people and unpaid Carers across Wiltshire, Swindon, and Southampton.

To deliver high-quality HR administrative support while coordinating a valued network of volunteers, ensuring positive experiences for all involved and supporting the charity's mission.

3. MAIN DUTIES AND RESPONSIBILITIES:

- **HR Administration:**
 - Maintain accurate and confidential employee records in line with GDPR
 - Support recruitment processes including adverts, interviews, and onboarding documentation
 - Prepare contracts, offer letters, and HR correspondence
 - Monitor absence, leave, and staff records.
 - Update Payroll with accurate and timely information regarding starters, leavers, changes to terms and conditions, and other employee updates
 - Ensure HR processes reflect organisational values and EDI Commitments

- **Volunteer Coordination:**

- Maintain accurate and confidential Volunteer records in line with GDPR
- Coordinate volunteer recruitment, onboarding, and records
- Promote volunteering opportunities in the community
- Organise inductions and provide ongoing support
- Maintain DBS checks and references
- Coordinate Volunteer engagement and recognition activities

- **Training & Compliance Administration:**

- Coordinate training and maintain training records
- Coordinate and maintain Annual Appraisal records
- Ensure completion of mandatory training across the organisation
- Support updates to HR and volunteering policies

4. GENERAL RESPONSIBILITIES:

- Contribute to the wider aims and objectives of the organisation.
- Take part in Age UK Wiltshire events and activities.
- To attend staff meetings, training courses, and other meetings as required.
- To comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality.
- To be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to the CEO and that safeguarding is embedded in all decisions and actions.
- To show flexibility and a willingness to cover for other staff.
- To provide support to the offices, staff and volunteers of the charity as required.
- To carry out any other duties as may be reasonably required from time to time.

5. PERSON SPECIFICATION

CRITERIA		ESSENTIAL	DESIRABLE
Experience, Knowledge, Skills and Behaviours.	Excellent administrative skills, with proven experience of accurate record keeping and maintaining compliance with standardised systems, organisational procedures, and governance requirements.	✓	

	Strong organisational and time-management skills with the ability to manage competing priorities effectively to ensure the successful delivery.	✓	
	Experience of handling confidential and sensitive information in line with GDPR	✓	
	A proactive and innovative approach, with the ability to respond to feedback and contribute positively to a culture of continuous improvement.	✓	
	Experience of supporting, coordinating, or working alongside volunteers.	✓	
	Excellent interpersonal skills, with the ability to build rapport, establish trust, maintain positive relationships and work collaboratively with colleagues from diverse backgrounds.	✓	
	Excellent communication skills, with a strong attention to detail, with the ability to produce accurate and professional correspondence and documentation.	✓	
	Proven ability to commit to and work within the organisational values and equity, diversity and inclusion policies.	✓	
	Full driving licence, access to a car and car insurance for business use.	✓	
	Knowledge of employment legislation and HR best practice.		✓
	Understanding of volunteer management principles and good practice.		✓
	Knowledge of DBS processes.		✓
	Experience of working in the charity or voluntary sector.		✓
	Understanding of issues affecting older people and Carers particularly those who are vulnerable and socially isolated.		✓

Our Values in Practice

We are committed to fostering an inclusive, respectful, and high-performing workplace. Our values guide how we work with each other, our clients, and our wider community.



Person Centred

We are holistic, caring, and compassionate

- Treat colleagues, clients, and partners with dignity, respect, and compassion.
- Listen actively and seek to understand individual needs, backgrounds, and perspectives.
- Recognise each person's uniqueness and adapt our approach accordingly.
- Offer support and encouragement to promote well-being and resilience.
- Uphold Equity, Diversity & Inclusion by valuing differences & challenging stereotypes or assumptions.



Trusted

We are professional, reliable, and honest

- Act in a professional manner with integrity and transparency in all interactions.
- Deliver on commitments and take responsibility for actions.
- Maintain confidentiality and handle data and/or information responsibly.
- Uphold professional boundaries while showing compassion.
- Ensure fairness and consistency, avoiding bias or favouritism.



Empowering

We nurture independence and ownership

- Encourage colleagues and clients to take initiative and make informed decisions.
- Share knowledge and skills generously to build confidence in others.
- Provide constructive feedback that promotes growth.
- Celebrate achievements and recognise contributions.
- Foster an inclusive environment where every voice is heard, diverse perspectives are welcomed & valued.



Ambitious

We strive for the best for our people, clients, and organisation

- Demonstrate commitment to personal and professional development.
- Embrace innovation, continuous improvement, and creativity.
- Set high standards and support others to achieve their goals.
- Work collaboratively towards shared organisational success.
- Promote equity of opportunity and advocate for positive change.



Equity, Diversity, and Inclusion underpins all our values

- Actively promote equality and challenge discrimination, prejudice, or exclusion.
- Respect and value diversity of thought, background, culture, and identity.
- Consider accessibility and inclusivity in all aspects of work.
- Reflect on their own behaviours and biases and take steps to address them.
- Contribute to creating a workplace where everyone feels safe, valued, and able to thrive.