



## Job Description

### Volunteer Services Administrator

18.5 hrs (0.5 FTE) per week

Salary £24,000 (FTE) per annum

(This post is offered on a fixed-term contract for 6 months from the start date, with possible extension beyond this dependent upon funding)

Commencing asap

**Role Title:** Volunteer Services Administrator.

**Postholder Reports to the HR Manager – Hope after Harm**

**Role:** Join our Core team as an administrator for our programme's volunteers, playing a pivotal role in the implementation and success of the charities Volunteers across all programmes in the Thames Valley region. Under the guidance of the HR Manager, you will shoulder the responsibility for overseeing the day-to-day delivery of Volunteers Services.

**Role:** This exciting role will act as the central interface between the volunteers and the various programme managers. You will coordinate the key elements of recruiting, vetting, coordinating training, retaining and motivating volunteers in their respective roles. You will also have responsibility with your line manager for developing/maintaining the necessary documentation including volunteer records, policies etc. The role is based at the Hope After Harm office in Aston Sandford, Buckinghamshire HP17 8JB and flexible working hours are available. There will be some travel required across the three counties and reasonable expenses will be paid. Applicants must have access to a vehicle.

## **Responsibilities:**

As a Volunteer Administrator, you'll need to:

- liaise with each programme manager to understand how they work, develop partnerships and assess their needs for volunteers
- generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation/programmes
- ensure there is appropriate support and training for volunteers
- Support the promotion of volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- Co-ordinate the recruitment of volunteers and ensuring they are appropriately matched and trained for a position
- organise inductions and training as requested by the programme managers
- act as a point of contact for volunteers to express questions, concerns, etc.
- monitor, support and motivate volunteers and their work
- offer advice and information to volunteers and programme managers through face-to-face, telephone and email contact
- organise with the assistance from your line manager and Communications manager profile-raising events to attract new volunteers
- maintain databases and undertake any other administrative duties.

## **Skills, Knowledge and Abilities**

You'll need to show:

- excellent communication skills
- strong interpersonal skills, to deal with a diverse range of people
- an empathy with volunteers and an understanding of their needs
- the capacity to inspire and motivate others
- the ability to deal with information in a confidential manner and respond with sensitivity
- good organisational skills and the ability to manage a variety of tasks
- sound administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- a flexible and non-judgemental approach to people and work.

- an understanding of the sector, commitment to the organisation you work for and, if relevant, empathy with service users

**For this role you will also need:**

- The ability to occasionally travel within the Thames Valley area, and access to a vehicle
- To be free from any criminal conviction which would conflict with the responsibilities of the post; you will be required to have a standard DBS.
- To be able to deal with all information on a confidential basis and understand data protection requirements.
- To have Citizenship of the UK, or have entitlement to work in the UK

Thames Valley Partnership trading as Hope After Harm is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974.