



Volunteer Services Administrator

Job Summary

Support the Volunteer Services Manager in providing an efficient, effective and reliable service to all volunteers and departments and the creation and delivery of volunteer roles in order to attract a diverse volunteer team from the local community. To work closely with all Senior Leaders to ensure volunteer roles continue to align with department needs and Hospice strategy and work as a team to ensure volunteer numbers increase in line with these goals.

Main duties and responsibilities

Recruitment

1. Maintain internal and external recruitment platforms to reflect all current volunteer vacancies.
2. Correspond with prospective volunteers during the recruitment process to ensure all necessary documentation and checks are in place prior to commencing a volunteer role.
3. Actively engage and participate in the interview and selection process for potential volunteers.
4. Attend (in person or virtually) internal and external events to promote volunteering for the Hospice including promoting current volunteer roles.

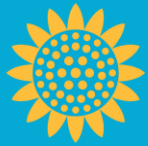
Updated January 2025

Administrative

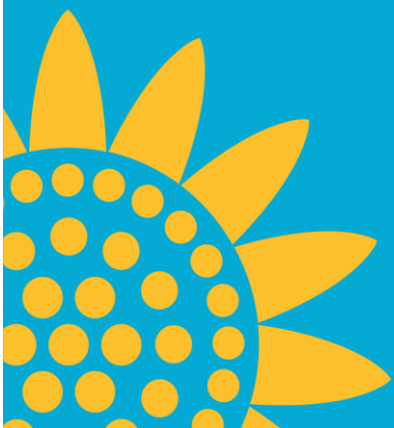
1. Maintain ongoing communication, including regular reviews, with new and existing volunteers, ensuring that they are well-informed, can perform their duties effectively, and remain engaged with the Hospice's key messages.
2. Maintain accurate and up to date volunteer records across a number of systems for reporting purposes.
3. Assist and support all aspects of administration throughout the 'volunteer life cycle' including DBS checks and references.
4. Actively engage and support with the creation of volunteer information bulletins, and additional content for our website and social media platforms, along with any future platforms to support volunteer engagement.
5. Assist with the revision of volunteer role descriptions and processes.

Training

1. Support volunteers with online and in person mandatory training.



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2. Assist and support Senior Leaders and managers with developing and delivering specific volunteer training.
3. Assist with booking volunteers on to specific training sessions and monitoring progress and compliance.

General

1. Ensure volunteers are supported at all times, and have read and understood all Hospice policies, guidelines and expectations.
2. Undertake regular reviews with volunteers and their managers to ensure volunteers are and continue to be well suited to their role(s).
3. Assist line managers in supporting volunteers with sensitivity through difficult times which may prevent them from actively engaging in volunteering (i.e. bereavement, ill health, family issues).
4. In the absence of the Volunteer Services Manager, escalate any problems or issues to the HR Manager or member of the HR team.
5. Encourage volunteers to address concerns with their Senior Leader or manager to achieve a resolution where possible.
6. Proactively assist and support with planning volunteer events, open days and special

events where we celebrate and promote our volunteer success stories.

Other

1. Attend all mandatory training or courses.
2. Attend any training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.

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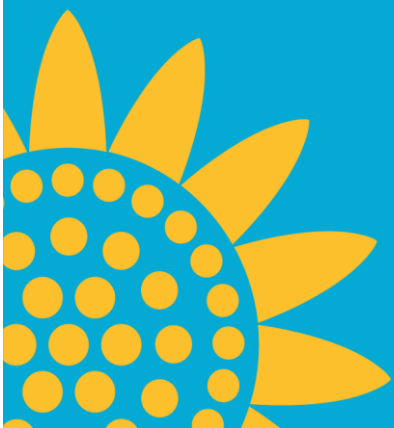
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10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.

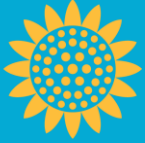


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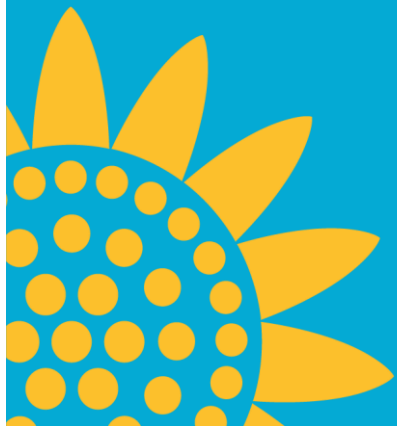


Person Specification

Requirement	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> Level 2 English and Maths or equivalent eg: (GCSE)
Experience & Skills	<ul style="list-style-type: none"> Experience of working in a people-facing role Experience of working in a busy environment with the need to multi-task and manage conflicting priorities Ability to work confidentially and with high levels of discretion and accuracy Good organisation skills 	<ul style="list-style-type: none"> Having volunteered or worked alongside volunteers Experience of working in an administrative capacity Working in the Third Sector / experience of working for or with a Charity
Communication	<ul style="list-style-type: none"> Excellent communication skills (both written and verbal) Proven interpersonal skills Effective communicator, both in person and over the phone, to individuals from all communities and backgrounds Ability to communicate at all levels within the Hospice Ability to be sensitive and empathetic 	
Personal	<ul style="list-style-type: none"> Enjoy engaging with people Be professional, courteous and respectful of others at all times Have enthusiasm and a 'can do' attitude Have a good eye for detail Be able to work as part of a team and individually Flexible approach to the work undertaken 	
IT	<ul style="list-style-type: none"> Up to date and regular user of Office software, including Word, Excel, Outlook Open to learning new platforms/ software 	
Other Requirements	<ul style="list-style-type: none"> Be prepared to assist with Hospice fundraising activities 	



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| | <ul style="list-style-type: none">▪ Be prepared to work occasional evenings and weekends which are planned in advance | |
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You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview