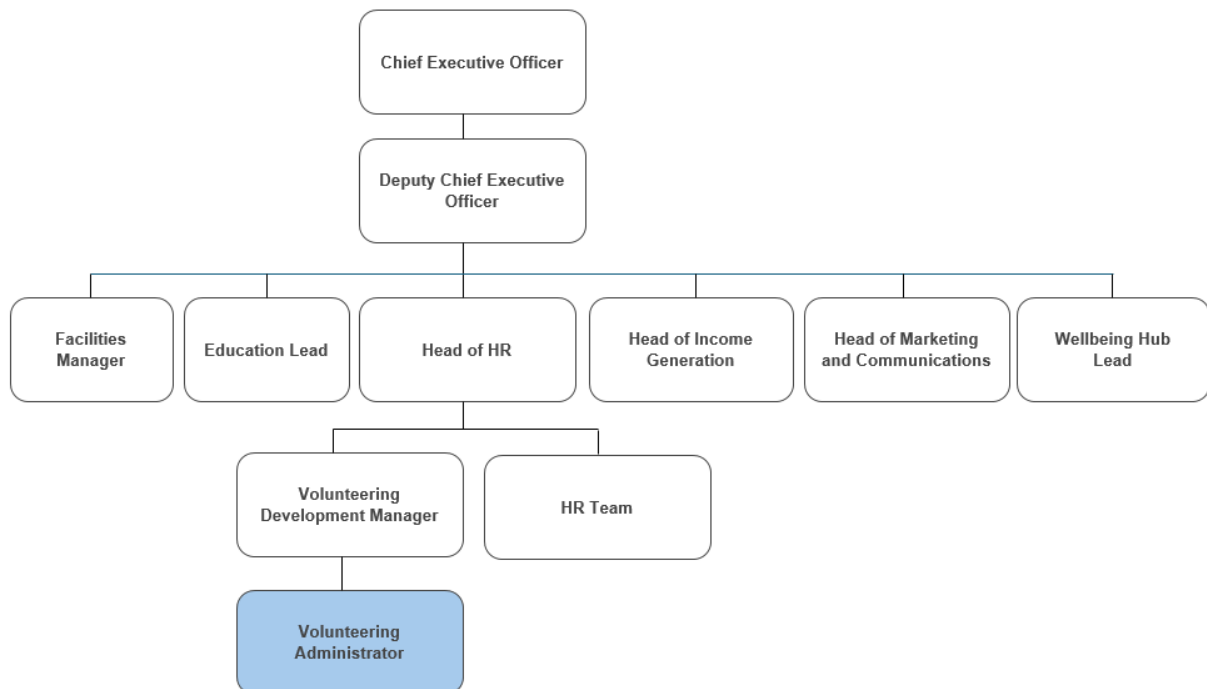


JOB DESCRIPTION

Job Title:	Volunteering Administrator
Department:	Income Generation & Communications
Post Holder:	TBC
Grade:	Admin 2
Reports to:	Volunteering Development Manager
Direct reports:	None
Responsible for:	Volunteers

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To provide efficient and effective administrative support in relation to volunteering.
Key Working Relationships:	Income Generation & Communications Team Service Leads Corporate Services Team Corporate and community based volunteering stakeholders Volunteers

Role Responsibilities:

- Plan and manage volunteer rotas for all relevant areas of the hospice to ensure adequate cover, including sourcing emergency cover where required.
- Maintain and monitor volunteer attendance registers in order to identify and address any issues.
- Build and maintain excellent relationships with volunteers and act as the first point of contact for volunteers requiring information and support.
- Maintain the electronic volunteer database and utilise it to record information accurately, ensuring it is kept up to date and processed in line with current data protection legislation.
- Utilise digital software and paper-based systems to effectively record data and manage volunteer processes.
- Assist in the recruitment, selection and onboarding processes for new volunteers.
- Assist in the organisation of training for new and existing volunteers, and maintain accurate records of volunteer training undertaken.
- Assist the Volunteering Development Manager in the organisation of events to recruit, engage with and celebrate the contribution of volunteers, such as information days, Christmas parties, long service awards, hospice tours and thank you events.
- Directly supervise volunteers assisting with administrative tasks and other duties within the volunteering team.
- Assist in the promotion of volunteering opportunities at internal and external events, and within the wider community.
- Liaise with external corporate, education and community stakeholders to ensure effective communication and information sharing regarding volunteering placements, work experience, corporate volunteering days and other initiatives.
- Contribute content and ideas to volunteer newsletters and other communications.
- Assist in the preparation of reports relating to volunteering as required.
- Attend and contribute to team and department meetings as required.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Volunteering Development Manager or Income Generation & Communications Director.

General Responsibilities:**Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Volunteering Administrator
Department:	Income Generation & Communications
Grade:	Admin 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	A good standard of numeracy and literacy (GCSE English and Maths, or equivalent).		Application Form
EXPERIENCE	Experience within an administrative role. Experience of working with a diverse range of people.	Experience of working with / supervising volunteers. Experience of volunteer recruitment and selection. Experience of co-ordinating events. Experience of gathering data for reporting purposes.	Application Form Interview
SKILLS	Excellent organisational skills, including the ability to manage time and prioritise workload effectively. Well-developed interpersonal and relationship-building skills. Excellent telephone manner. Good written communication skills. Good face to face communication skills, confident engaging with a diverse range of people in various settings.	Influencing skills.	Application Form Interview
KNOWLEDGE	Highly computer literate - Microsoft Office. Knowledge of database / CRM systems for recording and accessing information.	Knowledge of data protection in relation to volunteering. Knowledge of the Bolton area. Knowledge of safeguarding in relation to volunteering. Knowledge of Health & Safety considerations in relation to volunteering.	Application Form Interview
PERSONAL ATTRIBUTES	High level of integrity – trustworthy, discreet and able to maintain confidentiality.	Commitment to continuous professional development.	

Continued overleaf

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<i>PERSONAL ATTRIBUTES</i>	Approachable, non-judgemental and open-minded. Flexible and adaptable – able to positively embrace change. Self-motivated, with a high level of initiative. Strong teamwork ethic. A strong commitment to the vision and values of Bolton Hospice. Willingness to work very occasional evenings and weekends to fulfil the requirements of the post.	A full driving licence and access to a vehicle insured for business use, or alternative means to travel throughout the locality.	Application Form Interview