

South Bucks Hospice – Job Description

Job Title	Administrator – Volunteer Department
Hours of work:	22.5 hours per week, flexible working hours.
Workdays:	Monday to Friday
Work Location:	Butterfly House
Reporting to:	Volunteer Coordinator
Date of issue:	June 2024

Job Purpose

To provide full, effective, and efficient high-quality administration and support to the volunteer coordinator.

Key Responsibilities

The main responsibilities are:

1) Support with recruiting Volunteers and Promoting Volunteering

- To be the second point of contact for volunteering.
- Support in organising volunteer recruitment events, both at the hospice and externally.
- To support with volunteer recruitment including:
 - Providing support to draft volunteer role profiles, flagging applicants, promoting, and managing them on recruitment sites and / or social media with HR.
 - Being the main point of contact for prospective volunteers and any other volunteer enquiries.
 - Carrying out initial screening to ensure suitability.
 - Ensuring the process is compliant with legislation and best practice.
 - Seeking references, and.
 - Carrying out DBS checks.
- Support in championing volunteering internally and actively seeking opportunities for volunteers to contribute in new ways.

2) Volunteer Recognition and Communication

- Support with organising volunteer recognition and thank you events.
- To support with the development and implementing volunteer communications plan, including:
 - Frequent news updates and newsletters.
 - Sourcing volunteer case studies.
 - Maintaining and improving online volunteering content, sharing volunteer success stories to raise the profile of volunteering and the hospice or for external recognition e.g. Volunteers Week and awards.
 - Ensuring that all volunteering promotional literature is up to date.
- Co-ordinating volunteer surveys and evaluation

3) Training and Support

- To support the new starter process, including:
 - Ensuring that appropriate training and support is given.
 - Ensuring volunteers are issued with appropriate work wear and PPE.
- Support by ensuring the volunteer training records are up to date and compliant with South Bucks Hospice's requirements.
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4) Record Keeping, Reporting and Compliance

- Ensuring that all recruitment processes are compliant with best practice and legislation.
- Ensuring all volunteer records are up to date and accurate, both electronically and in paper form, and held effectively in the CRM database.
- To observe and comply with all South Buck Hospice policies, including the key policies and procedures on Confidentiality, Data Protection, Health, and Safety, Safeguarding and IT Policies and Procedures.

Behavioural Values

- Appreciates the impact that decisions and actions have on the Charity.
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality.
- Crucial operational role that delivers a high-quality service.
- Pro-active and responsive to requirements of volunteers, supporters and colleagues, a team player.
- Fully understands internal and external customer expectations and requirements and works to ensure these are exceeded.
- Works co-operatively and productively with others, to achieve results.
- Takes the initiative to work across boundaries to resolve challenges.
- Demonstrates commitment and loyalty to South Bucks Hospice.
- Self-motivated individual with strong customer focus.
- Able to choose an appropriate method of communication i.e. listening, verbal or written skills, that are appropriate and effective for a given situation.
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice.
- Does the right thing for the long-term success of South Bucks Hospice.

Personal Attributes

- Excellent management and organisational skills with the ability to organise and plan work to deliver objectives within scope and on time.
- Good team player with a collaborative approach to work.
- Effective communications with colleagues and management and experience of communicating with external audiences.
- Able to develop and deliver presentations both internally and externally.
- Excellent written and verbal communication skills.
- Demonstrate a consistent high standard of work and attention to detail.
- Punctual and presentable.
- Willing to learn.
- Calm temperament under pressured conditions.
- Able to manage a variety of tasks concurrently.
- Able to work independently and on own initiative within specified guidelines and processes.
- Demonstrate a consistent high standard of work and attention to detail.
- Able to work appropriately with confidential and sensitive information.
- Strong numerical skills.
- Excel and Word skills.
- Able to produce reports and statistical information.
- Good team player.

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This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date

Name of Line Manager

Signed by Line Manager

Date
