

## JOB SUMMARY AND PERSON SPECIFICATION

**Job Title:** Volunteer Administrator

**Reports to:** Volunteer Strategy Manager

**Based at:** Home-based, with requirement to attend Help for Heroes Head Office (Downton, Wiltshire) 2 days per week.

<b>Job Purpose</b>	Responsible for delivering administrative duties to support the effective recruitment, onboarding, management, and engagement of volunteers.
<b>Accountabilities</b>	<ul style="list-style-type: none"> <li>• Be the first point of contact, and support, for volunteer related enquiries.</li> <li>• To provide a range of administrative support, ensuring systems and processes are delivered and maintained to an agreed standard.</li> <li>• Support the Volunteer Strategy Manager to deliver an excellent volunteer service both within Help for Heroes and externally.</li> </ul>
<b>Main Responsibilities</b>	<ul style="list-style-type: none"> <li>• To provide effective and efficient administrative support to the Volunteer Team.</li> <li>• To deal with enquiries regarding volunteering, both internally and externally.</li> <li>• To manage the shared inbox, responding to emails or forwarding them, promptly and efficiently.</li> <li>• Be a 'super user' of Rosterfy (our Volunteer Management System), supporting its administration, managing users and being able to support them in its use.</li> <li>• Ensure volunteers have access to relevant paperwork, including by post, if required.</li> <li>• Oversee prompt submission of onboarding documents and completion of training by liaising with applicants to ensure compliance.</li> <li>• Process criminal record checks according to volunteer role descriptions and work with applicants to ensure a smooth process.</li> <li>• Liaise with Relationship Managers to ensure that administration for volunteers is completed, and accurately recorded on Rosterfy.</li> <li>• Work with colleagues to collate volunteer related news, produce regular updates for volunteers and coordinate delivery.</li> <li>• Support the gathering and collation of volunteer data to inform reporting from Rosterfy, surveys and case studies.</li> <li>• Provide support at volunteer recruitment and engagement events.</li> </ul>
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level, or equivalent.</li> </ul>
<b>Essential Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience working in an administrative role, preferably within a complex organisation.</li> <li>• Proficient in the use of Microsoft office systems.</li> <li>• Experience in and/or willing to use and adapt to new technologies.</li> </ul>



	<ul style="list-style-type: none"><li>• Strong communication skills, both written and verbal.</li><li>• Understanding of excellent customer service, and able to deliver it.</li><li>• Professional curiosity and willingness to challenge bringing valuable insight to the team.</li></ul>
<b>Desirable Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"><li>• Experience of working with volunteers and/or being a volunteer.</li><li>• Understanding of the opportunities and challenges of involving volunteers</li><li>• Experience of working with remote, dispersed teams and comfortable with arms-length supervision</li></ul>
<b>Key Competencies &amp; Behaviours</b>	<ul style="list-style-type: none"><li>• Confident and polite manner.</li><li>• Ability to build rapport quickly and to understand needs and expectations.</li><li>• Ability to communicate (verbally and in writing) with colleagues at all levels, and beneficiaries and external stakeholders.</li><li>• Ability to work under own initiative with minimum supervision.</li><li>• High attention to detail in all aspects of work, with accuracy.</li><li>• Positive, empathetic, patient, polite and friendly manner.</li><li>• Ability to remain calm under pressure.</li><li>• Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management.</li><li>• Demonstrates an ability to work as part of a team and be a flexible team player.</li><li>• Flexible re. hours of work</li></ul> <p>Model our Values. We are:</p> <ul style="list-style-type: none"><li>• Innovative-Collaborative-Authentic-Resourceful-Energetic</li></ul>

I have read and understood the Job Description:

PRINT NAME: .....

SIGNED: .....

DATE: .....