



Chapter One

Job Title: Volunteer Support Assistant
Recruiter: Chapter One
Location: Remote working, anywhere in the United Kingdom
Contract: Permanent
Hours: 25-30 per week (weekly hours to be agreed. Daily start time 09:30 Mon - Fri)
Salary: £13.15 per hour | £25,642 FTE (actual salary pro rata based on agreed hours)
Start date: 1st July 2024

About Chapter One

[Chapter One](#) is an education charity that wants a world in which all children have the literacy skills needed to thrive. We close the reading gap by providing children with one-to-one support at the time they need it most. We work in eleven areas/regions of the UK and will support 3000 children in 2023-24.

Chapter One's unique, online, reading support programme pairs struggling 5 to 7 year olds with over 2000 reading support volunteers who are working professionals. Volunteers use a bespoke internet platform and a voice connection to link - from their workplace or home - to a dedicated classroom laptop for 30 minutes a week, during the school day, over an entire academic year. The results are transformative, boosting children's reading confidence and ability.

Our Chapter One Support Team, which the Volunteer Support Assistant role will be part of, ensures that volunteers have everything that they need to make a success of their reading sessions with pupils.

This short [video](#) gives a useful overview of how Chapter One works. Do also visit our [website](#)!

About the Role

The Volunteer Support Assistant will work remotely and will need to have access to a reliable internet connection. They will report to the Performance and Data Manager, working within the Chapter One Support Team. They will work for 25-30 hours a week, which will be agreed prior to starting based on business need, and will need to be available for a 09:30 start each morning. The busiest period for the Chapter One Support Team is between July - September every year. During these months the onboarding of volunteers takes place which involves email support and carrying out ID calls. The ideal candidate will be available during these months every year. This role will be subject to an Enhanced DBS check and it is desirable for the post-holder to be 18+.

Main duties will include:

- Work as part of the Chapter One Support Team to provide a responsive, helpful, proactive email support service for Chapter One volunteers who have queries
- Support with the onboarding process for volunteers across the academic year, including carrying out virtual ID calls and assisting with any queries they may have
- Provide general administrative support to Chapter one volunteers via email, video call or telephone
- Attend quarterly team meetings in various locations around the UK (expenses will be paid)

We are looking for applicants with the following essential qualities:

- Exceptional customer service skills, with proven experience
- Ability to self motivate and work alone
- Proficiency in Google suite and Microsoft Office
- Excellent problem-solving skills and ability to be proactive
- Excellent time management skills
- Good written and oral communication skills
- Meticulous eye for detail

The best applicants will also have the following desirable qualities:

- A genuine interest in Chapter One, with a passion for the work we do
- An interest in a career in volunteer coordination, customer service, education, or administration
- An interest in the charity or education sectors