Role Profile - Administrator

PURPOSE: The Administrator provides essential operational and administrative support to ensure the smooth delivery of the charity's befriending and activity programmes. The role is responsible for coordinating key volunteer administration processes, maintaining accurate records and databases, supporting safeguarding and compliance requirements, and producing communications and reports that help the charity monitor its impact on reducing social isolation among care home residents.

ROLE ACCOUNTABILITIES

Volunteer Recruitment & Selection
- Issue volunteer registration forms to potential volunteers.
- Respond to enquiries from potential volunteers regarding completion of the registration form, or referencing and DBS checking processes.
- Chase up potential volunteers who have not returned registration forms in a timely manner
- Obtain and process references for prospective volunteers in line with safeguarding procedures.
- Coordinate and administer Disclosure and Barring Service (DBS) checks for prospective volunteers.

Volunteer Induction
- Arrange volunteer induction sessions, including organising logistics, materials and speakers etc.
- Book volunteers onto the volunteer induction sessions once all screening and selection has been completed.
- Provide administrative support to ensure volunteers receive appropriate information and documentation prior to starting their roles.

Ongoing Volunteer Administration
- Monitor DBS renewal dates and arrange refresher checks as required.

Administration and Compliance
- Collect and maintain data on volunteers and care homes needed by the charity
- Keep accurate volunteer records, including training, safeguarding, and DBS checks
- Ensure the storage and processing of records and data is done in a GDPR compliant manner

Data, Systems & Reporting
- Maintain the charity's volunteer and service database, ensuring records are accurate and up to date.
- Develop and manage JotForms to support data collection, volunteer onboarding and programme delivery.
- Monitor completed JotForms and produce analysis and summary reports.
- Analyse data and produce regular reports to support organisational monitoring and evaluation
- Produce ad-hoc analysis and reports when required (e.g. for use with funding providers)

General Administration
- Issue, and maintain records for, ID badges for volunteers, employees and trustees.
- Provide general administrative support to the charity's programmes and operations as required.
- Support communication and coordination between volunteers, care homes and internal staff.
- Support the Marketing, Partnership & Activities Lead with the production and distribution of regular newsletters for volunteers, care homes and other stakeholders.

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INDICATORS OF SUCCESS

- **Service:**
  - Speed of volunteer referencing & DBS checking process
  - DBS renewals completed on time with no expired checks for active volunteers
- **Quality**:
  - Accuracy of volunteer, safeguarding and GDPR records
  - Feedback from volunteers
- **Impact:**
  - Accurate and timely reports that enable effective organisational monitoring and decision making

WORK LEVEL, LOCATION, MANAGER	SCALE & SCOPE
- Work Level: **N/A** - Location: **Bedford** - Reports to: **FFL Manager**	- Direct Reports: **0** - Budget (if applicable): **N/A**

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
- Friends for Life Manager - Volunteer Lead - Volunteer Coordinator - Marketing, Partnerships & Activities Lead - Fundraising Lead	- Volunteer applicants - Volunteers

EXPERIENCE, QUALIFICATION & SKILLS

ESSENTIAL	DESIRABLE
- Strong administrative and organisational skills - Good attention to detail. - Ability to manage multiple tasks and prioritise effectively. - Good written communication skills, including the ability to produce reports. - Understanding of confidentiality and data protection requirements. - Experience managing databases and maintaining accurate records. - Ability to analyse data and produce clear reports. - Strong IT skills including Microsoft Office (particularly Excel and Word) and online form systems.	- Experience working with volunteers or within the charity sector. - Experience using online data collection tools (e.g., JotForm or similar platforms). - Experience supporting safeguarding or compliance processes such as DBS checks. - Interest in supporting initiatives that improve the wellbeing of older people.

This Role Profile covers the main accountabilities of the role. It is not a detailed task list, and your manager may ask you to take on other reasonable responsibilities as the needs of the organisation change.