Job Description

Job Title:	Schools and Volunteer Administrator
Service:	Coram Beanstalk
Reporting to:	Administration Team Leader/Support Team Manager
Salary:	£23,933
Work Pattern:	35 hours pw
Contract Type	Permanent

Coram Beanstalk wants a future where every child becomes a reader.

We enable people to give children positive experiences of reading through the wider support they need to switch on to reading, learn to read and become confident, independent readers.

We manage volunteers as part of our core business: membership packages for primary schools. We also deliver early years and secondary programmes, and training and support to parents, school communities and other organisations. We generate income from these customers and a range of fundraising sources.

Operating within the Coram Group, Coram Beanstalk has a small and dynamic staff team, with the Salesforce system sitting at the heart of all our activities.

Purpose of the role:

Working at the heart of the Coram campus, our small team of administrators ensure our volunteers and school partners receive a friendly and helpful response to their enquiries and maintain efficiency and data integrity through our onboarding processes. They work closely with our support team and trainers to ensure that our volunteer and school customer journeys run smoothly, support finance related tasks and help raise awareness of the charity.

Day to day an administrator processes safeguarding checks and supports new volunteers to progress smoothly through our training journey, often interacting via online calls. An administrator also manages incoming enquiries via phone and email and support the wider remotely based team with administrative tasks. Use of Salesforce is integral to the role, with accurate records enabling us to provide a high level of customer service.

Main duties & Responsibilities

Customer service

- Communicate effectively with volunteers and schools via email, phone, and online calling.

- Process new applications and complete all admin tasks relating to onboarding within agreed timeframes.

- Process safeguarding checks including DBS and references and ensure they are kept up to date in line with policy.

- Ensure volunteer expense claims are processed according to policy.

- Work closely with the Support Team Manager to manage the early stages of our debt recovery process.

- Seek and initiate opportunities to promote our volunteer offer in areas where we have school partners.

System and process

- Maintain data accuracy within the Salesforce system and assist with the organisation of our SharePoint folders.

- Follow agreed processes and make recommendations to improve efficiency where appropriate.

- Monitor our volunteer pipeline to ensure our training capacity is utilised effectively.

General

- To ensure that all functions and activities are carried out in accordance with Beanstalk's policies and procedures.

- To perform any other reasonable duties as assigned.

- To recognise and challenge all forms of discrimination and prejudice in the workplace.

- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.

- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.

- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)