

supportdogs

For Autism, For Epilepsy, For Disability



Job Description

Title:	Volunteer Administrator – 15 Hours, Part Time (hours can be flexibly distributed over 2, 3, or 4 days, during office hours depending on candidate and business needs).
Salary:	Entry-level (above minimum wage) – to be confirmed at interview
Purpose of job:	Providing administrative support, ensuring the smooth operation of our volunteer programmes. Assisting our two Volunteer Coordinators in delivering exceptional services to our volunteers who provide vital support to the charity.
Responsible to:	Business Operations Manager
Specific duties:	<ol style="list-style-type: none">1. Administrative Support<ul style="list-style-type: none">• Manage and respond to inquiries in the volunteer inbox promptly and professionally.• Maintain accurate and up-to-date volunteer records using our CRM system.• Support the onboarding process for new volunteers, including handling paperwork and ensuring compliance with organisational procedures.• Assist with scheduling and coordinating volunteer activities, meetings, and training sessions.2. Risk Assessments<ul style="list-style-type: none">• Support the updating of risk assessments for volunteer activities and events.• Ensure all risk management protocols are documented and adhered to.• Work closely with the Volunteer Coordinators to address any safety concerns and implement corrective actions as needed.3. Communication and Engagement<ul style="list-style-type: none">• Collaborate with the Volunteer Coordinators to provide consistent support across all volunteer programmes.• Communicate effectively with volunteers, providing them with the information and resources they need.• Assist in developing training materials and resources for volunteers.• Collate feedback from volunteers to enhance their experience and improve programme effectiveness.

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	<p>4. General Administrative Tasks</p> <ul style="list-style-type: none"> • Prepare reports and updates for relevant members of the team • Ensure compliance with data protection regulations when handling volunteer information. • Support event planning and logistics as required. • Any other general duties as required.
Essential Qualities:	<ul style="list-style-type: none"> • Proven experience in administrative or coordination roles. • Strong organisational skills with attention to detail. • Experience using CRM systems or similar databases. • Excellent written and verbal communication skills. • Ability to manage multiple priorities and work to deadlines. • Understanding of risk assessment and safety protocols. • Proficient in Microsoft Office
Desirable Qualities	<ul style="list-style-type: none"> • Experience working with volunteers or in a charitable organization. • Knowledge or experience in assistance dog programmes or animal welfare. • Experience planning events or training sessions. • Familiarity with data protection regulations. • A background in customer service or community engagement.