

# supportdogs

For Autism, For Epilepsy, For Disability



## Job Description

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

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