



Children's Hospices Across Scotland

JOB DESCRIPTION – VOLUNTEERING ADMINISTRATOR

Job Details

Job Title – **Administrator– Volunteering**
Responsible to – **Volunteering Development Manager**
Job Family – **Admin/Clerical**

Location – **Any CHAS site**
Salary – **Sector Band 3, Point 5 to 7**

Job Purpose

Working within the culture, ethos and philosophy of CHAS, to provide a full range of secretarial and administrative duties in support of the Retail Expansion volunteer recruitment project team (made up of Volunteering Development Manager, Volunteering Retail Advisor and Retail Managers),

Main Tasks

- Administrative and Clerical
- Volunteer support

Job Activities

Administrative and Clerical

- Work closely with the Volunteering Team to support effective recruitment of required number of volunteers for this project
- Liaise effectively with the Retail Management Team to ensure applicants have a consistent and high-quality recruitment experience
- Act as first point of contact for new Retail volunteers providing information in a supportive manner.
- Support Retail Expansion project team with organising recruitment and induction events, providing reports for management, particularly giving statistics of volunteer activity
- Create and maintain up to date confidential records of volunteers and review at regular intervals.
- Create and update paper and electronic files and database records.
- Support volunteers with Basic Disclosure process and volunteer recruitment, including pursuing references
- Champion and promote volunteer communications via Workplace and make alternative arrangements for those unable to access this communication platform.
- Work with the other Volunteering Administrators to ensure consistent support for CHAS volunteers and for the Volunteering team.

- This is neither exclusive nor exhaustive and you may from time to time be required to undertake such tasks as may be reasonably expected within the scope and grading of your post in order to meet the needs of the operation of CHAS.

Volunteer Support

- Work with any project volunteers, providing appropriate tasks, guidance, training and supervision

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties.

Dimensions

- Work will be generated by the Volunteering Development Manager, although there is a requirement to be proactive and identify projects and system improvements.
- No budget or signatory responsibility.
- Assist the Volunteering Development Manager to support volunteers.

Decisions and Communications

Decisions

- Work is generated by the Volunteering Development Manager for Income Generation and Engagement and by the Volunteering Retail Advisor, although there is a requirement to be proactive and identify new projects and systems.
- Use own initiative to develop appropriate support for the Volunteering Development Manager
- Contribute to, and comment on, policy and procedures
- Analyse information on the Volunteer database and provide relevant and meaningful reports when required

Communications

- Communicate effectively with staff and volunteers across CHAS



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PERSON SPECIFICATION – VOLUNTEERING ADMINISTRATOR

Skills, Abilities, and Knowledge

Essential

- Knowledge of a full range of administrative and organisational policies and procedures
- Excellent working knowledge of the Microsoft Office suite of packages, with demonstrable experience of databases
- Excellent communication skills and experience of dealing with external and internal clients is essential
- Ability to interact positively with people at all levels, dealing with individuals within and out with CHAS and to work as part of a large team
- Good judgement and decision-making skills with ability to work under pressure with minimal supervision
- Highly developed planning and organisational skills
- A keen eye for detail, accuracy and a commitment to providing a quality service

Desirable

- Experience with Raiser's Edge database

Experience

Essential

- Significant experience of Office Administration support

Desirable

- Experience of working in the public or voluntary sector
- Experience of working with volunteers

Personal Qualities

Essential

- Friendly, outgoing manner
- Accountable for self, actions and decisions
- Customer focussed
- A positive 'can do' attitude
- A commitment to CHAS
- A commitment to working with and supporting volunteers

Other Requirements

Essential

- Willingness to travel between CHAS sites
- Access to a car and full driving licence