

Job description

Job Title:	National Services Administrator
Location:	Home Based (Remote Working)
Managed by:	Helpline Manager
Responsible for:	n/a
Hours:	35 per week
Contract:	Full Time, Fixed Term until 28/02/2026
Salary:	FTE:£23,155.22

JOB DESCRIPTION

Purpose of the Post

The National Services Administrator will work closely with the National Services Coordinators to:

- Support the recruitment and onboarding of volunteers into Cruse’s National Services
- Use National Services Systems to support the onboarding process, such as creating accounts for new volunteers, supporting the DBS process
- Monitor the National services email boxes and redirect/support as appropriate
- Providing administrative support throughout the Induction programme and Continuous Professional Development programme, coordinating with national training teams as required
- Provide administrative support to the Helpline Manager as required

Key responsibilities and duties

1. Organise the National Services Volunteer Recruiting events and volunteer get-togethers. Such as, updating website, organising volunteers to support, providing information and support to speakers
2. Support the National Services Coordinators with administration support for interviews and induction of all volunteers for Cruse’s national services, including telephone and email response
3. Ensure records of supervision attendance are updated across National Services. Support volunteers through allocation to supervision groups and drop-in supervision as appropriate.
4. Monitor the National services email boxes, responding to, and redirecting enquiries as appropriate.
5. National Services Systems: provide administrative support to the rostering, telephony and CRM systems used by the Helpline and UYBO
6. Liaise with the trainers maintaining accurate records of all volunteer attendance and update systems as required, work with central team as appropriate
7. Support the quality review process through gathering data on attendance throughout the induction process, and attendance at CPD and Supervision
8. Develop an understanding that safeguarding is everyone’s responsibility and be prepared to report concerns as they arise in line with Cruse policies and procedures

We help people through one of the most painful times in life
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

Person Specification

Experience

Essential

- Three years' experience of providing administration assistance in office environment
- Experience working with databases including the inputting and reporting of information
- Experience in administering e-filing systems
- Experience of managing good relationships with customers, clients, or stakeholders

Desirable

- Experience of supporting volunteers in a helpline or similar setting
- Experience of supporting people either as volunteers, employees, or contractors
- Experience of working in an events or training environment

Knowledge

Essential

- Knowledge and understanding of the ethos and values of the Voluntary Community and Faith (VCF) Sector and the needs of volunteers
- Advanced knowledge of general office systems – specifically, Excel, Word, Outlook
- CRM system administration

Desirable

- Understanding of the impact of bereavement

Skills

Essential

- Excellent attention to detail
- Ability to work within a team
- Excellent interpersonal and communication skills
- Ability to be self-motivating, work with limited supervision, prioritise work and deal with competing demands/needs and interests in an organised and methodical manner
- Excellent administrative skills and the ability to produce high quality written documents
- Strong IT skills, including email, Excel, Word, and PowerPoint
- Sensitivity to the differing needs of individuals in working within a diverse client and volunteer base

Education and Training

Essential

- Educated to NVQ level 4 in Business Administration or equivalent job-related experience

Personal attributes

Essential

- Ability to work evenings and weekends when required
- Willingness to be flexible and help in any task that furthers the aims of Cruse
- Ability to function well in an environment where bereavement is constantly under discussion

Commitment

Essential

- Commitment to Cruse Bereavement Support's mission, vision, and values
- Commitment to equality of opportunity and diversity