

# Job description

<b>Job Title</b>	<b>National Volunteer Administrator</b>
<b>Managed by</b>	National Volunteer Recruitment & Engagement Manager
<b>Location</b>	Remote working with occasional travel for meetings
<b>Contract</b>	Permanent
<b>Hours</b>	35 Hours per week
<b>Salary</b>	£23,576 per annum

## Purpose of the Post

You will work to support our National Volunteer Team, to recruit and train volunteer applicants for all volunteer roles across Cruse and to support volunteer engagement, communication and ongoing training opportunities for existing volunteers. As volunteer needs and engagement strategies continue to evolve, this role requires a proactive and adaptable approach to improving processes, integrating new technologies, and responding to emerging challenges. You will contribute to developing innovative recruitment and retention strategies, ensuring that our volunteer program remains dynamic, inclusive, and responsive to the needs of both volunteers and the communities we serve.

## Key responsibilities and duties

### Recruitment

- Update our CRM system with all applicant and recruitment event information
- Complete other recruitment administration including references and DBS/AccessNI checks
- Oversee the return of Volunteer Agreement and Confidentiality Policy

### Training

- Support the National Training Manager in the administration of training courses, including recording course information on CRM, and liaising with trainers
- Provide reports on training feedback as required
- Maintain the registered trainer list ensuring trainers provide a signed agreement and insurance documents annually

### Volunteer Communications

- Monitor the Volunteer Help and DBS inbox, responding to queries in a timely fashion
- Weekly Safeguarding Checks – update CRM plus manage any queries

### Other Duties

- Comply with all Cruse policies and procedures including Data Protection, Confidentiality, Health and Safety, safeguarding and IT policies and procedures
- Occasional travel and overnight stays may be required
- Any other reasonable duties appropriate to an appointment at this level

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**

- Customer service and relationship management
- Using a CRM system to record and report on data
- Event administration
- Working with volunteers

## **Knowledge**

- Managing meetings and webinars in Zoom and Teams
- In depth knowledge of Microsoft Office, in particular Outlook and Excel
- Basic understanding of safeguarding policies and procedures

## **Skills**

- Great organisation skills and the ability to multitask.
- Strong attention to detail
- Able to build warm, professional connections with volunteers and colleagues
- Confident working with CRM database and other Microsoft office functions
- Ability to identify and contribute to improving volunteer recruitment and training

## **Personal attributes**

- Flexible, hardworking and self-motivated
- Enthusiastic 'can do' attitude
- A strong team player, able to work with people across all levels of the organisation
- Adaptable and resilient to change
- Excellent problem-solving skills and conflict resolution
- Ability to function well in an environment where bereavement issues are constantly under discussion

## **Commitment**

- Commitment to our values
- Commitment to equality of opportunity and diversity
- Willingness to work outside of normal hours / evenings and weekends when required