Assemble Admin Volunteer role description

Objective(s) of role:
As a busy charity we are looking for someone to help our Volunteer Hub Team to support our volunteers and staff in using our volunteer management system, Assemble. We have recently introduced Assemble to recruit, schedule, track, and communicate with volunteers and will be rolling out new features during this year. The role of the Assemble Admin Volunteer is to support the Volunteer Hub Team in managing Assemble, answering queries about Assemble, provide training to volunteers and staff and contributing to Assemble's development. This will help ensure that all volunteers have a positive volunteering experience with Shannon Trust.

A broad outline of volunteer tasks and activities:

- Answering volunteer and staff enquiries on Assemble
- Preparing relevant resources/information to distribute to volunteers
- Providing 1:1 and group training to volunteers on using Assemble
- Ensuring records and information is up-to-date on Assemble
- Collaborate with volunteer managers to support and streamline volunteer coordination and improve overall volunteer engagement
- Support in Assemble developments and back-end processes
- Suggest and implement improvements to Assemble based on volunteer and staff feedback
- Ad hoc administrative Assemble support as required

Who we are looking for:
You don't need any formal qualifications to become Assemble Admin Volunteer. Prior experience of working with Assemble is beneficial but not essential. Full training will be provided. We're looking for someone who is:

- Interested in volunteering with Shannon Trust
- Confident and adept in IT, with either previous knowledge of Assemble or enthusiasm to learn. Able to confidently use Microsoft Outlook, Microsoft Teams, Excel, Zoom, websites and other computer packages as required
- Able to communicate with wide range of people
- Able to write clearly and concisely
- Able to organise work and give attention to detail
- Able to understand and work within data protection and confidentiality policies
- Willing to develop their admin skills in line with the needs of the role
- Able to work alone, manage their own time and prioritise
- Able to identify when to escalate issues/communications to Volunteer Network Leads or National Volunteering Manager

Training, induction and support:

Shannon Trust provides a wide range of training for volunteers. You will be expected to attend some mandatory training for new volunteers via our online learning platform. You will also be provided with comprehensive 1:1 training specific to the role. The training will provide you with the knowledge and understanding of the values and visions of the charity and practical support for your role.

You will also be required to attend quarterly reviews with the relevant Volunteer Network Lead to support you on an ongoing basis.

The name of the person who the volunteer reports to:

You will report directly to the Volunteer Network Lead Team.

Location and volunteering hours:

We anticipate that up to 8 hours a week will be sufficient for this role, and this will be agreed in advance. The time you give us each week may vary, but the role requires you to be able to commit enough time to fulfil the various elements of the role as outlined above. Much of the role can take place on any day of the week between 9am-5pm but you will need to be able to catch up regularly with the Volunteer Network Lead to handover/update.

This is a remote role so you will carry out the activities from your home using your own equipment. You will need access to a laptop or computer and a reliable internet connection.

Benefits to you:

Being a Shannon Trust volunteer provides you with a number of benefits which can you help you to develop both your personal and professional skills:

- Opportunity to contribute to the success of the volunteer programme and make a meaningful impact
- Ongoing training to support your role
- Developing IT skills and support using up to date packages
- Developing and growing your understanding of the HMPPS structure and prison system
- Relationship building and written communication skills.
- Organising and time management skills.

Expenses and insurance:

You'll be able to claim back all reasonable out of pocket expenses and be covered by our public liability insurance.