



Volunteer Hub administrator role description

Objective(s) of role:

As a busy charity we are looking for two volunteers to support us in the Volunteer Hub team, one to support the north regions and one to support the south regions. The role of Volunteer Hub administrator is to support the team to attract the right people to volunteer with us as well as supporting all existing volunteers. Within this role you will also contribute to ensuring all volunteers have a positive volunteering experience and to help reach new volunteers across England, Wales and Northern Ireland.

A broad outline of volunteer tasks and activities:

- Helping to answer volunteer enquiries
- Preparing relevant resources/information to distribute to volunteers
- Research support in terms of expanding our volunteer reach by promoting the work of Shannon Trust and our volunteering opportunities
- Helping to improve our visibility in volunteering networks across the country
- Administrative support including but not limited to minute taking and circulating of updates, and volunteer systems data management
- Support with recruitment administration and organisation of in-person meetings and events

Who we are looking for:

You don't need any formal qualifications to become a Volunteer Hub administrator. We're looking for someone who is:

- Interested in volunteering with Shannon Trust
- 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 use and regularly monitor Shannon Trust outlook emails, use Microsoft Teams, Excel, zoom, websites and other computer packages as required
- 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

some 1 to 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 for either the north or south.

Location and volunteering hours:

We anticipate that up to 4 - 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:

- 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.