



## JOB DESCRIPTION

<b>Job Title</b>	Volunteer Resource Administrator
<b>Reports To</b>	Head of Volunteer Resources
<b>Location</b>	Brentry and Long Ashton
<b>Department</b>	Volunteer Resources
<b>Job Purpose</b>	To provide effective administrative support to the Volunteer Resource Team. The post holder will support the internal systems, procedures, and activities of the team, ensuring a positive and meaningful volunteer experience.
<b>Key Relationships</b>	<ul style="list-style-type: none"><li>• Volunteers</li><li>• Head of Volunteer Resources</li><li>• Volunteer Engagement Manager</li><li>• Hospice Volunteer Manager</li><li>• Volunteer involving team managers or leads.</li><li>• Retail Team</li><li>• Fundraising Team</li><li>• Marketing and Comms Team</li></ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>• Administer the current volunteer database, and support with data cleansing in preparation for migration to a new Volunteer Management System.</li><li>• Support the design, functionality, implementation, and training roll out of the new Volunteer Management System (VMS).</li><li>• Ensure the efficient running of the VMS, that data is accurate, regularly reviewed, and meets the needs of all volunteer involving teams.</li><li>• Support the collection, analysis, and presentation of volunteer monitoring data, including the bi-annual volunteer survey.</li><li>• Administer volunteer orientation at the Brentry site.</li><li>• Ensure rota coverage of volunteer roles at the Brentry site.</li><li>• Support the Head of Volunteering to ensure access control, quality, retention, and security of volunteer data.</li><li>• Manage the Volunteer@inbox responding to general enquiries in a timely and professional manner.</li><li>• Creating volunteer ID and till card badges for retail volunteers and staff.</li><li>• Exiting retail volunteers on our till system database.</li><li>• Maintain basic office systems and processes.</li></ul>

- Support the administration of volunteer engagement events.
- Manage and prioritise allocated workload to meet deadlines in a continually changing work environment.
- Present a professional, positive image both internally and externally and work collaboratively with colleagues.
- Proactively manage all activities under your remit, identifying opportunities to improve processes.
- Correspond professionally, sensitively and appropriately with all volunteers.
- Deal sensitively with confidential information while understanding and abiding by SPH Supporter Record Policy.
- To perform any other reasonable tasks as requested by your line manager.

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### **Equality Statement**

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

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### **St Peter's Hospice Values**

**Excellence** - to strive to be the best we can, listen, learn and innovate

**Compassion** - to show understanding and care in everything that we do

**Respect** - to value everyone and embrace the value of our differences

**Passion** - to be proud of our work and the impact we have

**Collaboration** - to work as one team - built on shared goals and effective relationships

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### **Health and Safety**

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.

iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

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### **Rehabilitation of Offenders**

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The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

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### **Scope of Job Description**

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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## PERSON SPECIFICATION

### Note:

Please use the 'Evidenced by' column to indicate where the criteria should be demonstrated  
A= Application Form, I = Interview, A/I = Application & Interview. **This column is optional**

Criteria	Essential	Desirable	Evidenced by
<b>Qualifications</b>			
Good literacy and numeracy skills (evidenced by Maths and English GCSE) or equivalent experience.	<b>X</b>		<b>A/I</b>
Qualifications relevant to the role.		<b>X</b>	<b>A/I</b>
<b>Knowledge &amp; Experience</b>			
Excellent IT skills; and experience of working with CRMs	<b>X</b>		<b>A/I</b>
Experience of working in an administration role.	<b>X</b>		<b>A/I</b>
Experience of working alongside or coordinating volunteers.	<b>X</b>		<b>A/I</b>
Experience of inputting and organising significant volumes of data and producing basic reports and summaries.	<b>X</b>		<b>A/I</b>
Experience of implementing and maintaining the key principles of Information Governance.	<b>X</b>		<b>A/I</b>
Coping with variable workloads across different departments.	<b>X</b>		<b>A/I</b>
Experience of preparing agendas and taking minutes.		<b>X</b>	
<b>Skills</b>			
Excellent organisation and administrative skills.	<b>X</b>		<b>A/I</b>
Excellent IT skills; competent in MS Office.	<b>X</b>		<b>A/I</b>
Able to demonstrate accuracy and attention to detail.	<b>X</b>		<b>A/I</b>
Able to prioritise own workload.	<b>X</b>		<b>A/I</b>
Excellent interpersonal skills.	<b>X</b>		<b>A/I</b>
<b>Personal Attributes</b>			
Self-motivated and able to act on own initiative.	<b>X</b>		<b>A/I</b>
Solution focused.	<b>X</b>		<b>A/I</b>
Willing to learn and adapt.	<b>X</b>		<b>A/I</b>
Approachable, non-judgemental, and empathetic.	<b>X</b>		<b>A/I</b>
Confidential manner	<b>X</b>		<b>A/I</b>
Commitment to the values of St Peter's Hospice.	<b>X</b>		<b>A/I</b>
Driving license and own transport		<b>X</b>	<b>A/I</b>