



**Job title:** Volunteering and Community Networks Administrator

**Location:** Office based in London with flexibility to work remotely

**Reports to:** Volunteer Support Admin Coordinator with dotted line reporting into Head of Volunteering and Community Networks

### **Introduction to multiple sclerosis and the MS Society**

In the UK around 1 in 400 of us has MS. That's over 150,000 people.

It's unpredictable, and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

### **Purpose**

To provide administrative support to the Volunteering and Community Networks Department and Head of Volunteering and Community Networks.

To contribute to the smooth running of the department through managing diaries, booking meetings, processing information and other tasks associated with the role.

To contribute to the overall implementation of the Volunteer Support Admin team's objectives, ensuring volunteer admin enquiries are resolved promptly, that information provided to volunteers is aligned to our organisational positions and standards, that relevant information is recorded and appropriate follow-up actions are completed.

### **Key relationships:**

#### Internal

The post holder works closely with the Head of Volunteering and Community Networks to establish a work plan for departmental admin and Senior Volunteer Support Administrator for all other aspects of the role. The post holder works closely with colleagues within the Volunteer Support team and wider Volunteering and Community Networks department.

#### External

The post holder works closely with volunteers across our community networks.

## **Our values**

We expect everyone who works with us to model and promote our values:

### **Bold**

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

### **Expert**

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

### **Ambitious**

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

### **Together**

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

## **Detailed Responsibilities**

### **1. Business plan implementation**

- administrative support to the Head of Volunteering and Community Networks
- Planning and providing departmental admin support for the wider Volunteering and Community Networks department
- Contributing to the work of the Volunteer Support Admin Team ensuring team objectives are met

### **1a Provide administrative assistance to the Head of Volunteering and Community Networks**

- Manage diary on behalf of Head of Volunteering and Community Networks, scheduling meetings, produce documentation and ensure diary commitments are manageable
- Coordinate the signing and posting of letters and other documents
- Manage the departmental invoice processing system, making sure the payments are tracked, processed and invoices paid on time. Liaise with service providers and Community Networks finance team to ensure compliance for the smooth running of the finance system
- Provide overall administrative support to and on behalf of the Head of Volunteering and Community Networks
- Ensure notes, minutes and action points for meetings are taken as required and circulated within the agreed timeframe

### **1b Plan and undertake departmental administration**

- Prepare and circulate agendas, papers and minutes from departmental events and monthly manager's meeting

- Plan, coordinate and provide administrative support to departmental events; including the booking of suitable venues, taking bookings and requirements from attendees, timely provision of information to delegates and speakers, etc.
- Coordinate and process mail outs to support the work of the Volunteering and Community Networks team
- Undertake other administrative tasks on behalf of the Volunteering and Community Networks department

### **1c Respond to volunteer enquiries**

- Respond to enquiries from volunteers to help with obtaining documents, finding relevant information on our volunteer resources and to provide guidance to help volunteers resolve issues
- Provide consistent support over the telephone, via email and online; resolving queries to agreed standards
- Record information on volunteer enquiries on relevant databases to enable reporting
- Refer complex enquiries to relevant colleagues across the Community Networks team
- Process disclosure checks or references where required for new or existing volunteers, contacting volunteers or referees to obtain necessary documentation in a timely way
- Process documentation for compliance processes, including Health and Safety audits, following up on audits and checks to ensure non-compliance is rectified and recorded

### **2. Team work**

- Contribute to the work of the broader team, attending team meetings and maintaining effective working relationships with colleagues to ensure team objectives are met
- Contribute to project working groups where appropriate

### **General**

- Compliance with our governance procedures, policies and procedures
- Contribute to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best
- Responsible for the effective use of financial and other resources

### **Other duties**

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands
- To undertake any other works as could be expected of a Volunteering and Community Networks Administrator

### **Person specification**

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

### **Qualifications**

#### **Essential**

- A levels, an equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills
- A relevant, recognised professional qualification

- Evidence of continuous professional development

## **Experience**

### **Essential**

- Experience of working in a customer-facing environment, ideally including support to customers on the telephone and online
- Strong administrative skills, with the ability to work accurately and consistently
- Strong organisation and communication skills

### **Desirable**

- Experience in providing support to volunteers, including helping volunteers to understand organisational policy, and to use new systems or tools

## **Knowledge and skills**

### **Essential**

- Leadership, organisation and delegation skills
- Demonstrable commitment to collaborative team work
- Respects the unique contribution of every individual and works positively in a diverse environment
- An understanding of the principles of coproduction and the importance of involving end users in the design of services or activities
- The ability to focus on impact and deliver outstanding results
- Comfortable working in a changing environment and adapting plans and activities as new opportunities emerge
- Able to work effectively as part of a geographically dispersed team and with geographically remote stakeholders
- Ability to problem solve and work with colleagues to overcome issues or challenges
- Able to provide timely and accurate information on activities and plans
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
- Good interpersonal skills and able to work alongside a diverse range of stakeholders and build effective working relationships
- Clear written and verbal communication skills with the ability to communicate effectively to volunteers
- Excellent organisational and workload management skills
- Excellent IT skills, in particular the ability to rapidly become proficient in a range of systems and to be able to support volunteers to resolve basic IT issues

### **Desirable**

- An understanding of volunteers and volunteering, and how to successfully work alongside a diverse volunteer network

## **Employment terms**

**Grade:**                      **Band C, Level 3**

**Signed by post holder**

**Date**

**Signed by Executive Director**

**Date**



## MS SOCIETY JOB DESCRIPTION

### MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
<b>Fosters co-production</b>	<p><b>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</b></p> <p><b>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</b></p>	<b>Together</b>  <b>Expert</b>
<b>Open to change and innovation</b>	<p><b>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</b></p> <p><b>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</b></p>	<b>Bold</b>  <b>Ambitious</b>
<b>Sound decisions</b>	<p><b>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</b></p> <p><b>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</b></p>	<b>Ambitious</b>  <b>Expert</b>

<b>Collaborative working</b>	<p><b>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</b></p> <p><b>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</b></p>	<b>Together</b>
<b>Effective Communication</b>	<p><b>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</b></p> <p><b>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</b></p>	<b>Together</b>  <b>Expert</b>
<b>Outcome focussed</b>	<p><b>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</b></p> <p><b>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</b></p>	<b>Bold</b>  <b>Together</b>
<b>Inclusivity</b>	<p><b>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</b></p> <p><b>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</b></p>	<b>Together</b>

<b>Accountability</b>	<p><b>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</b></p> <p><b>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</b></p>	<b>Bold</b> <b>Expert</b> <b>Ambitious</b> <b>Together</b>
<b>Tech Savvy</b>	<p><b>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</b></p> <p><b>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</b></p>	<b>Bold</b> <b>Ambitious</b>