

Job description

Volunteering Assistant

Reporting to:	Head of Volunteering
Staff responsibility:	N/A
Salary:	<p>£26,204 starting per annum plus £2000 London weighting if applicable (home address within M25 perimeter/regardless of how often travel is required into the office).</p> <p>We offer a competitive package and are open to discussing compensation based on experience.</p> <p>Contributory pension scheme and benefits package.</p>
Location:	Home based
Enrolment Type:	12-month Fixed Term Contract
Holiday entitlement:	27 days, plus three discretionary days between Christmas and New Year and statutory holidays.
Terms and conditions:	<p>Full time, 35 hours a week</p> <p>The post holder may be required to work some evenings and weekends. Time off in Lieu will be given in line with the charity's policy.</p>

About Bowel Cancer UK

Bowel Cancer UK is the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We currently have employees working across four nations in England, Wales, Scotland and Northern Ireland.

Thanks to the generosity of our community, we're in a privileged position to be able to deliver our ambitious new strategy, *On a Mission*. There are huge challenges facing bowel cancer patients across the UK and our community needs us now more than ever. We're building a strong and united team to bring us closer to a world where nobody dies of bowel cancer.

Job summary

This role supports the Head of Volunteering in helping the organisation achieve its strategic objectives by strengthening volunteer management, enhancing volunteer engagement and continual volunteer development.

The Volunteer Assistant works across the organisation, supporting different departments and a wide range of volunteer programs. Key responsibilities include managing people-related data, supporting both role managers and volunteers, and ensuring compliance with organisational standards. Alongside this, the role oversees administrative tasks that enable smooth operations - such as managing the volunteering inbox, supporting events, facilitating onboarding and engagement. The postholder also contributes to wider projects and initiatives, helping to improve the overall experience for both volunteers and those who manage them.

Main responsibilities

- Assist the Head of Volunteering in executing strategic objectives and tasks
- Maintain and regularly update the Volunteering Hub on the intranet and SharePoint area to ensure accurate, up-to-date, and accessible information for staff
- Organise and support the volunteer inbox by responding to existing volunteers, potential volunteers, role managers and external stakeholders
- Support the recruitment process of volunteers by assisting with role description creation, sharing roles on job boards, and managing roles on our volunteer management system Assemble.
- Conduct and review monthly training audits to ensure company compliance with regulatory and organisational requirements
- Support with arranging volunteer events and compiling volunteer communications
- Liaise with external organisations to recruit a range of volunteer roles
- Support the volunteering team with guidance on best practises and policy implementation

Other duties

- Create role descriptions, guidance documents and process flows as directed by Head of Volunteering
- Contribute to the Wellbeing Group and access resources such as the wellbeing calendar
- Assist in planning and delivering volunteer recognition initiatives and events
- Monitor and report on volunteer engagement metrics and feedback to improve programs
- Champion the contribution of volunteers across the organisation and look for opportunities to highlight the impact volunteers make

Person specification

Qualifications and experience

- Proven experience in administration or volunteer support
- Some understanding of volunteer management practices
- Competent in Microsoft Office365 including Excel, Word etc.

Knowledge, skills and abilities

- Able to work to tight deadlines
- Great attention to detail
- Able to work as part of a team with others in all levels of the organisation
- Must be able to prioritise and organise own workload
- Ability to draft clear volunteer role descriptions, resources and policies for staff
- Understanding of diversity, equity, and inclusion principles

Personal qualities

- Personal resilience and able to stay calm under pressure
- Able to deal with confidential information in a professional and sensitive manner
- Proactive and solution-focused mindset
- Commitment to promoting a positive organisational culture and volunteer experience
- Great interpersonal and communication skills

Safeguarding:

Safeguarding is everyone's responsibility and at Bowel Cancer UK we are committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory, basic or enhanced disclosure from the Disclosure and Barring Service (DBS - UK), (PVG – Scotland) or Access (NI) dependent upon the role. There is no cost to you and will be processed on your behalf.

Our Values at Bowel Cancer UK:

We live by five core values that guide everything we do. They're not just words—they shape our culture, our decisions, and the way we support our community.

Caring – Patient and Community Focused

We put people first

- We listen and respond to the needs of patients and families
 - We make a positive, lasting difference to lives
 - We work with compassion and empathy every day
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Ambitious – Determined to Make Change

We aim high because lives depend on it

- We set bold goals and strive to exceed them
 - We embrace challenges and find innovative solutions
 - We never stop learning and growing
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Supportive – Compassionate and Human

We care about each other and our community

- We treat everyone with respect and kindness
- We create an environment where people feel valued and included
- We celebrate teamwork and collaboration

Expert – Evidence-Based and Trusted

We lead with knowledge and integrity

- We base our work on research and best practice
- We stay ahead of developments in bowel cancer care
- We share expertise to empower others

Open – Welcoming and Inclusive

We believe diversity makes us stronger

- We welcome different perspectives and ideas
- We ensure fairness and transparency in all we do
- We create a space where everyone can be their authentic self