



JOB DESCRIPTION

Job Title	Volunteer Engagement & Administration Coordinator
Reports To	Head of Volunteer Resources
Location	Brentry and Long Ashton
Department	Volunteer Resources
Job Purpose	To provide effective administration support to the Volunteer Resource Team. The post holder will support the internal systems, procedures, and activities of the volunteering team, enabling a positive and meaningful volunteer experience.
Key Relationships	<ul style="list-style-type: none">• Volunteers• Retail Volunteer Manager• Hospice Volunteer Manager• Volunteer Engagement Manager• Head of Volunteer Resources• Volunteer involving team managers or leads.• Retail Team• Fundraising Team
Key Responsibilities	<ul style="list-style-type: none">• Administering the onboarding and exit process for volunteers including entering data on to the volunteer database, reference collection, DBS checking, booking interviews and emailing invites to volunteer orientation.• Act as first point of contact for our Hospice Neighbours project, ensuring appropriate matches between volunteers and patients.• Ensuring Hospice volunteer rotas are covered, responding to sickness and holiday absences.• Responding to volunteer enquiries via the website and referring them to the appropriate manager.• Creating ID and till card badges for retail volunteers.• Exiting retail volunteers on our till system database.• Issuing and collating volunteer experience feedback forms.• Provision, analysis, and presentation of volunteer monitoring data; including the annual volunteer survey.• Supporting volunteer engagement events.• Ensure the access control, quality, retention, and security of volunteer data.• Ensuring Hospice volunteers achieve a 95% IG compliance standard.• Produce mail merge documents from database information.

- Establish and maintain organisational relationships, ensuring that team aims and objectives are achieved.
- Communicate with a wide range of staff and volunteers on behalf of the Volunteer Resource team both internally and externally.
- Take and transcribe notes of meetings to produce concise and accurate records.
- Maintain basic office systems and processes to include the organisation of the shared drive, the intranet, and health & safety documentation.
- Manage and prioritise allocated workload to meet deadlines in a continually changing work environment.
- Act as a point of contact for the VR team for telephone calls and emails

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.

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

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.

Rehabilitation of Offenders

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.

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.

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