



Children's Hospices Across Scotland

JOB DESCRIPTION – VOLUNTEERING ADMINISTRATOR

Job Details

Job Title – **Volunteering Administrator**
Responsible to – **Volunteering Development Manager**
Job Family – **Admin/Clerical**

Location – **Any CHAS site**
Salary – **Sector Band 3, Point 5 to 7**

Job Purpose

Working within the culture, ethos and philosophy of CHAS, to provide a full range of secretarial and administrative duties in support of the Volunteering Development Manager at Rachel/Robin House, and the wider Volunteering team.

Main Tasks

- Administrative and Clerical
- Volunteer support

Job Activities

Administrative and Clerical

- Act as first point of contact for Robin/Rachel House or Outreach Volunteering providing information in a supportive manner.
- Diary management for the Volunteering Development Manager, including booking rooms and arranging meetings.
- Providing reports for management, particularly giving statistics of volunteer activity
- Providing administrative support in the planning and delivery of volunteer social events.
- Taking part in planning and delivery of Annual Volunteers Week as required.
- Create and maintain up to date confidential records of volunteers and review at regular intervals.
- Creating and updating paper and electronic files and database records.
- Prepare documentation regarding PVG checks and volunteer recruitment
- Champion and promote volunteer communications via Workplace and make alternative arrangements for those unable to access this communication platform.
- Work with the other Volunteering Administrators to ensure consistent support for CHAS volunteers and for the Volunteering team.
- Provide administrative support for the Volunteering or People and Strategy Team, as requested.

- Opportunity to be involved in short life working groups
- This is neither exclusive nor exhaustive and you may from time to time be required to undertake such tasks as may be reasonably expected within the scope and grading of your post in order to meet the needs of the operation of CHAS.

Volunteer Support

- Work with volunteers, providing appropriate tasks, guidance, training and supervision

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

Dimensions

- Work will be generated by the relevant Volunteering Development Manager although there is a requirement to be proactive and identify new projects and systems.
- No budget or signatory responsibility.
- Assist the Volunteering Development Manager to support volunteers.

Decisions and Communications

Decisions

- Work is generated by the Volunteering Development Manager, and by the Volunteering Team, although there is a requirement to be proactive and identify new projects and systems.
- Use own initiative to develop appropriate support for the Volunteering Development Manager
- Contribute to, and comment on, policy and procedures
- Analyse information on the Volunteer database and provide relevant and meaningful reports when required

Communications

- Communicate effectively with staff and volunteers across CHAS



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PERSON SPECIFICATION – VOLUNTEERING ADMINISTRATOR

Skills, Abilities, and Knowledge

Essential

- Knowledge of a full range of administrative and organisational policies and procedures
- Excellent working knowledge of the Microsoft Office suite of packages, with demonstrable experience of databases
- Excellent communication skills and experience of dealing with external and internal clients is essential
- Ability to interact positively with people at all levels, dealing with individuals within and out with CHAS and to work as part of a large team
- Good judgement and decision making skills with ability to work under pressure with minimal supervision
- Highly developed planning and organisational skills
- A keen eye for detail, accuracy and a commitment to providing a quality service

Desirable

- Experience with Raiser's Edge database

Method of Assessment – Application Form and Interview

Experience

Essential

- Significant experience of Office Administration support

Desirable

- Experience of working in the public or voluntary sector
- Experience of working with volunteers

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Friendly, supportive manner
- Accountable for self, actions and decisions
- Customer focussed
- A positive 'can do' attitude
- A commitment to CHAS

- A commitment to working with and supporting volunteers
- Willingness to travel between CHAS sites

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites
- Access to a car and full driving licence

Desirable

- None

Method of Assessment – Application Form and Interview