

Job Description

Job Title:	Volunteer Support Officer – Full Time 35 hrs pw
Department:	Face to Face Services
Reports to:	Volunteer Support Manager
Location:	Head office, Hammersmith, London
Purpose of the Job:	To support all aspects of the volunteering programme across the charity in line with current good practice in volunteer management to ensure retention of our Investing in Volunteers Quality Accreditation

Key Responsibilities and Accountabilities

Provide administration support and monitoring information for the volunteering programme and to support delivering of the Volunteering Strategy Action Plan which includes

- 1. Providing support to volunteer Visitors who undertake visits to individuals supported by the charity, particularly in respect of planning and organising scheduled and requested visits**
- 2. Assisting in the recruitment of volunteers and promotion of all volunteering roles across the charity**
- 3. Supporting the delivery of the volunteer and staff training programme when necessary**

The duties below are proportionally shared with the part-time VSO role

Duties:

Providing administration support and monitoring information for the volunteering programme which includes providing support to volunteer Visitors who undertake visits to individuals supported by the charity, particularly in respect of planning and organising scheduled and requested visits and to support delivery of the Volunteering Strategy Action Plan

- To undertake administrative tasks as directed by the Volunteer Support Manager
- To be the first point of contact for existing volunteers in respect of any queries relating to their volunteering, escalating issues to the Volunteer Support Manager when appropriate to do so
- Liaising with staff in the Grant Services Team in respect of volunteer visits requests noting any specific requirements, ensuring that visits/activities are allocated to the most appropriate trained volunteer Visitor
- Processing Visitor annual review report forms and logging all visits for monitoring purposes

- Liaise with visitors regarding visits to new applicants and regular beneficiaries
- Reallocation of visitors as and when needed and arrange shadow visits
- Provide ongoing support to volunteers, to include responding to any queries from volunteers in respect of their usage of the Volunteers' Area on the website
- Processing volunteer and maintaining the volunteering budget excel workbook in respect of expenditure
- Distribution of grant outcome letters from the Grant Services Team to Visitors
- Maintaining all necessary records in the organisational database
- Collation of diversity and monitoring information as directed by the Volunteer Support Manager; production of monthly and quarterly statistics reports
- Assist with the arrangements and administration of other events such as Volunteers Week activities or regional Turn2us events
- To assist with the production and circulation of the quarterly volunteers e-bulletin
- To undertake all tasks associated with volunteers when they step down from their volunteering role to include creation of "thank you" letters and updating of the database
- To provide administration support for project and initiatives outlined in the Volunteering Strategy Action Plan and all associated elements of volunteering development activities

Assisting in the recruitment of volunteers and promotion of volunteering roles across the charity

- Maintain our organisational profile on the national volunteering website www.do-it.org.uk volunteer pages content on the Turn2us website and registrations with external agencies such as Volunteer Centres
- Respond to all online volunteer enquiries received from these platforms within agreed timeframes and systematic follow-up of all enquiries to facilitate increased numbers of volunteer applications
- Undertaking all administrative duties associated with processing of volunteer application forms, to include the scheduling of informal telephone interviews and taking up of references together with inputting details of new Visitors and Face to Face Services volunteers into our organisational database and then maintaining those records

Supporting the delivery of the volunteer and staff training programme when necessary

- Researching and booking venues against the training room requirements for delivery of regional volunteer training for new and existing volunteers
- Identifying and arranging catering for regional and HQ training sessions for staff and volunteers training sessions
- Setting up of the training room at HQ, preparation of refreshments and overseeing delivery of booked catering
- Maintaining volunteer training records; creation and emailing of booking forms for volunteer's courses; collating received bookings and confirmation of joining instructions; maintaining the volunteers' regional training waiting list to inform planning of the training programme
- Preparation of course registers, name badges and handouts and associated materials

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the Charity. The post holder will be expected to ensure that their work complies with the Charity's policies and procedures and key legislation such as data protection and charity law. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

Person Specification

Education:

Essential: GCSE level qualifications or equivalent

Skills and Experience:

Essential: Excellent administrative skills, including attention to detail and effective prioritisation of competing tasks

Ability to competently use MS Office suite to deliver work, especially Word, Excel spreadsheets and mail merge and comfortable working with a variety of databases

Experience of managing own workload, reacting to changing circumstances, prioritisation and meeting deadlines

Excellent customer service skills

Knowledge and Specialist Experience:

Desirable: Understanding of charitable work and the voluntary sector

Knowledge of volunteering good practice and its practical application

Experience and understanding of the role of volunteers working alongside paid staff

Updating website content

Using databases to hold records and run monitoring reports

Promotion of volunteering opportunities through a range of different mediums and recruitment of volunteers

Experience of providing admin support in respect of training provision

Other specific Attributes:

Essential: High level of interpersonal skills

High standard of spoken and written English

Ability to work effectively in a team