

## 1. JOB DETAILS

<b>Job Title</b>	Volunteer Administrator
<b>Department</b>	Human Resources
<b>Grade</b>	3 (Subject to Job Evaluation)
<b>Responsible to:</b>	HR and Training Officer

## 2. AIM

- To act as a first point of contact within the HR Department responding to general enquiries from managers, members of the public, external organisations and volunteers on a wide variety of volunteer issues seeking advice where appropriate or referring any complex issues to the HR and Training Officer.
- To provide a full range of administrative support to the HR and Training Officer and Senior People and Resources Manager including ensuring Volunteer records/systems are up to date, accurate and comply with data protection legislation.

## 3. KEY RESPONSIBILITIES

### Communication and relationships

- Liaise with staff and volunteers across all levels within the Hospice to ensure that the objectives of both the Hospice and volunteers are supported and that good working relationships are formed.
- Build and maintain partnerships with local organisations and corporate sponsors to promote and increase volunteering opportunities from all sectors of the community.
- Build and maintain links with local and national volunteering organisations and ensure the Hospice benefits from their expertise.
- Maintain a communication programme with existing and potential volunteers to maintain their interest and ensure they feel valued and involved.
- Contribute towards content for newsletters, web page and other methods of volunteer communication to ensure consistency and currency of information cascaded.
- Participate and contribute to team meetings.
- Offer advice and information to staff, volunteers, and external organisations through face to face, telephone and email contact.

### Analytical and judgemental skills

- Liaise with line managers and supervisors to identify the volunteering needs in

their area and develop and recruit to these roles.

- Ensure volunteers are appropriately matched and trained for volunteer vacancies.

### **Planning and organisational skills**

- Responsible for the administration of volunteer processes ensuring these are completed correctly.
- Assist with the development, implementation and monitoring of volunteer processes, and provide appropriate support and advice to line managers to ensure full compliance and all targets are achieved.
- Develop and maintain a substantial pool of volunteers across the organisation offering a wide range of skills, experience and personal commitment.
- Co-ordinate and actively take part in volunteer-focused events throughout the year, including raising profile events, social and celebration events e.g. Volunteer Week and training courses.
- Assist the HR and Training Officer with the co-ordination of various events throughout the year including the co-ordination of mandatory training for volunteers keeping all relevant parties up to date with arrangements.
- Manage own time effectively and prioritise own workload.
- Provide cover for the HR Administrator as appropriate.

### **Physical skills**

- Advanced keyboard skills with attention to accuracy and detail.
- Some travelling will be required to attend meetings and networking outside the Hospice.

### **Patient/Client Care**

- Assists patients/ clients and relatives during incidental contacts.
- Communicate effectively and sensitively with our guests and ensure confidentiality is maintained at all times.

### **Policy and Service Development**

- Support managers in reviewing and evaluating existing volunteer roles ensuring volunteer task profiles are updated and recommend the development of new volunteer roles to the Senior People and Resources Manager.
- Ensure diversity aims are reflected both in volunteering pool and in the volunteer roles.
- Support the HR and Training Officer with the co-ordination of volunteer experience through volunteer surveys.
- Keep up to date with legislation and policy related to volunteering and making any necessary modifications to documentation, as requested by the HR and Training Officer/ Senior People and Resources Manager.
- Participate in any relevant projects that contribute to the HR/Volunteer Strategy.
- Ensure compliance with all Hospice policies and procedures including GDPR and the Health and Safety at Work Act.

### **Human Resources**

- Assist with the recruitment, selection and training of volunteers and liaise with managers to support new and existing volunteers.

- Ensure relevant and legal checks for volunteers are carried out in line with Hospice policy and required legislation e.g. DBS, insurance and driver compliance.
- Identify new opportunities for volunteering and implement these.
- Support line managers/supervisors in managing, communicating with and supporting volunteers in their department ensuring volunteering is a positive experience.
- Set up and maintain an electronic personal file for every new volunteer and ensure that these electronic files and those of existing volunteers are accurately maintained and up to date
- To be the first point of contact after departmental managers/supervisors in relation to volunteer complaints and concerns, with advice and guidance from the HR and Training Officer Manager, as appropriate
- Demonstrate tasks, provide practical help and support in own areas of work to new or less experienced employees or volunteers including as part of departmental induction.
- Participate in annual appraisal and personal development, undertaking training and mandatory training where appropriate.

### **Information Resources**

- Maintain accurate records, update administration systems and databases and generate reports as required.
- Maintain and monitor volunteer/trustee database and IT systems to ensure that all training and DBS checks are up to date.
- Generate ad hoc reports to provide timely responses to requests for volunteer data information.
- To assist the Senior People and Resources Manager in achieving and monitoring KPI's and targets in relation to the volunteer programme.
- Exercise personal duty of care when using expensive equipment such as computers photocopier and printers.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met.

### **Research and Development**

- To assist the HR and Training Officer/Senior People and Resources Manager review volunteer induction and mandatory training and put forward suggestions for improvements tailored to our volunteers' varied needs.
- Undertake audits as necessary to own area of work to monitor the effectiveness of volunteer processes.
- Keep abreast of development in National Policy and legislation and ensure own professional development and regular updates of professional knowledge

### **Freedom to Act**

- Take responsibility for own area of work using own initiative and acting independently within appropriate occupational guidelines, referring to the HR and Training Officer where necessary.

## **EFFORT & ENVIRONMENT**

### **Physical**

- Occasionally requirement to assemble stands and promotional displays.
- Nature of the work will involve a frequent requirement for sitting at a computer

**Mental**

- Occasional concentration is required when producing or analysing statistical information
- Telephone enquiries as well as general enquiries can interrupt work and require competence in switching activity.

**Emotional**

- Occasional exposure to distressing or emotional circumstances when dealing with volunteer issues.

**Working Conditions**

- There is little or no exposure to adverse environmental working conditions
- There will be the expectation to attend some volunteer events outside normal working hours.

**Data Protection and Confidentiality**

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

**Health and Safety**

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

**Safeguarding**

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

**Infection Control**

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

**Equal Opportunities**

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore, it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post, and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

**JOB DESCRIPTION AGREEMENT**

**Signature of Post holder:** ..... **Date** .....

**Signature of Manager:** ..... **Date** .....