

## Job Description

**Job title:** Volunteering Team Administrator - Hospice

**Responsible to:** Volunteering Development Manager – Hospice

### Job Purpose:


To provide an efficient and effective administrative service to support the Volunteer Hospice Team, working collaboratively across Hospices with the Volunteer Coordinators and Volunteering Development Manager.

### Main duties:

- > Assist the Volunteer Coordinators and Volunteering Development Manager - Hospice with the general admin duties related to volunteering in a Hospice.
- > Monitor the shared inboxes, responding to queries and escalating as required
- > Maintain the volunteer management system (VMS), keeping the information current and recording any changes in a timely manner.
- > Scan, upload and manually enter paper-based forms into the VMS
- > Meeting organisation to include booking meeting rooms, agenda preparation, attendance and minute taking and follow-up of actions.
- > Support the Volunteer Coordinators to guide new applicants through their onboarding journey e.g. forms, DBS checks
- > To support with DBS renewal paperwork
- > Contribute to the volunteer value propositions
- > Achieve own and shared team agreed targets and objectives
- > Assist with volunteer engagement projects as and when required
- > Work collaboratively with the Volunteer Engagement Officers to ensure a seamless and consistent experience for our customers.
- > Ensure that all practices are in line with GDPR and Acorns Policies.
- > Ensure messages are passed on appropriately and in a timely fashion.
- > Support volunteers in Selly Oak Hospice on a Monday when the Volunteer Coordinator is not working and pass on information as required
- > Creating Purchase orders in our finance system
- > Supporting with the delivery of and attending volunteer celebration events

### Other duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to the charity's fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of work.
- > Contribute to organisational effectiveness through positive team-working, adhering to and modelling the Acorns Values within the team and externally to supporters.

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- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
  - > To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
  - > Be prepared to work outside normal hours to fulfil the needs of the charity, as required by the events or activity calendar, or when requested by line management.
  - > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
  - > Promote a coaching culture within Acorns
  - > To carry out any other reasonable duty as requested by the Events Manager or Senior Event Manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



## Person Specification – Volunteering Team Administrator - Hospice

	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; Good standard of education</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Administration qualifications e.g. NVQ 1&amp;2</li> </ul>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>&gt; Experience of Microsoft Office suite, including Outlook, Word and Excel</li> <li>&gt; Database administration</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Previous experience working within an administration role</li> <li>&gt; Experience of working with volunteers</li> <li>&gt; Awareness of safeguarding</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>&gt; Excellent administration and organisational skills.</li> <li>&gt; Excellent written and verbal communications skills.</li> <li>&gt; IT literate</li> <li>&gt; Attention to detail and accuracy</li> <li>&gt; Organisational skills</li> <li>&gt; Excellent knowledge of Microsoft office including; Word, Outlook, Excel</li> <li>&gt; Ability to maintain confidentiality</li> <li>&gt; Excellent typing skills with attention to detail.</li> <li>&gt; Excellent written and verbal communications skills</li> <li>&gt; Ability to progress chase efficiently and effectively</li> <li>&gt; Ability to multitask</li> <li>&gt; Ability to work as part of a team</li> <li>&gt; Ability to prioritise own workload and work to deadlines and be proactive in actioning tasks</li> <li>&gt; Ability to understand, exhibit and implement excellent customer care attitude and behaviour</li> <li>&gt; Committed to the highest standard of service delivery</li> <li>&gt; Flexible and self-motivated</li> <li>&gt; Willingness to learn new skills</li> <li>&gt; Good timekeeping skills.</li> <li>&gt; Qualities of innovation and forward thinking</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success</li> </ul>	



## Terms and Conditions of Employment

<b>Position:</b>	Volunteering Team Administrator - Hospice 6-month FTC
<b>Reporting to:</b>	Volunteering Development Manager - Hospice
<b>Location:</b>	Acorns House 103 Oak Tree Lane Selly Oak Birmingham B29 6HZ
<b>Salary:</b>	£26,227.50 to £26,800 per annum (pro rata)
<b>Notice:</b>	8 weeks
<b>Hours:</b>	22.5 hours per week
<b>Holidays:</b>	27 days plus statutory bank holidays
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
<b>Life assurance:</b>	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

**All terms and conditions will be detailed in writing together with the Employee Handbook which must be read and observed.**