

Volunteer Administration Role Description

- Role:** Volunteer Coordinator Administration Volunteer
- Accountable to:** Head of Marketing and Income Generation
- Responsible to:** Volunteer Coordinator
- Location:** Upper Floor Cumbria House, New Oxford Street, Workington.
- Hours:** To be agreed with Volunteer Coordinator.
Generally a minimum of 2 to 3 hours per week.
- Skills required:** Office admin including reception, telephone, post, photocopying, etc
Good IT knowledge including Microsoft Word, Outlook and Excel
Good listening skills
Good oral and written communication skills.

This is a voluntary position where no pay will be given, however travel expenses can be refunded and out of pocket expenses as agreed with the line manager.

Roles are subject to a 1 month trial.

Key Responsibilities:

To provide administration support to the Volunteer Coordinator.

- Updating the website with details about volunteering for Hospice and current vacancies.
- Sending information to enquiries from potential volunteers.
- Assisting with recruitment procedures such as sending out reference requests, arranging interview dates, etc.
- Maintaining computer and paper volunteer records.
- Assisting to organise an annual Volunteer event.
- Producing marketing material for displays and stalls.

General:

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Attend Health & Safety and other training specific to the role.
3. The organisation is a no-smoking area for staff and volunteers.