



Community &  
Voluntary Services  
cheshire east

## **Job Description**

<b>Job Title:</b>	<b>Volunteer Coordinator Assistant</b>
<b>Responsible to:</b>	Volunteer Coordinator
<b>Responsible for:</b>	N/A
<b>Salary:</b>	£ 18,125 pro rata
<b>Hours :</b>	11 hours per week, (over either 2 or 3 days)
<b>Duration:</b>	This post is fixed term to March 2020 with the potential to extend
<b>Location:</b>	ECT HQ, Macclesfield

### **Purpose of Role:**

The purpose of this role is to provide administrative support and assistance to the Volunteer Coordinator to support with the delivery of the East Cheshire NHS Trust volunteering programme.

### **Principle Duties**

- To manage volunteering enquires supporting potential volunteers to find suitable placements.
- To support the volunteer recruitment, induction and training programme including; communicating with prospective volunteers, managing reference requests and Occupational health clearance, booking new volunteers onto induction training
- To monitor the refresher training requirements for volunteers and ensure they are booked onto and attend training sessions.
- Be involved in the recruitment and selection process for volunteers including meeting and interviewing volunteers
- To provide administrative support for any volunteer celebration events including arranging venues, managing invitations and bookings.
- To process new or refreshed DBS checks, ensuring all volunteers have a current check and ensuring confidentiality and sensitivity in handling this information.
- To process volunteer expense claims accurately.
- To book transport, rooms and other facilities for volunteering projects.
- Maintaining a communication with volunteers to ensure that information provided by them is accurate, and that records of active volunteers are up-to-date.

- To provide administrative support for the Volunteer Coordinator including maintaining and updating the volunteer database and records of attendance at events and the monitoring and evaluation of projects.
- To support the communications functions, liaising with volunteers and staff to identify and prepare appropriate content for publications including the website, newsletters, and relevant social media sites.

### Reporting Tasks

- To provide information when required to the Volunteer coordinator on the volunteering service from relevant databases.
- To use agreed methods to record measurements and information relating to the volunteer service and small groups support delivered

### Other responsibilities:

- To work flexibly to meet the needs of CVS Cheshire East, including some occasional evening or weekend work, and to travel within the Cheshire and North West area.
- To carry out any other duties appropriate to the post.
- To take part in meetings and training to develop their own skills, as appropriate
- The post holder must at all times keep their work within the stated aims, objectives and values of CVS Cheshire East and its policies and the policies of Easter Cheshire NHS trust as the contracting organisation

**This is not a final and complete statement of the duties attached to this post, which may need to be amended from time to time in accordance with the changing needs of the organisation, following consultation with the post holder**

Prepared by: Caroline Whitney, Chief Executive

Date: 24/01/19

Date updated:

### Person Specification – Volunteer Assistant

CRITERIA	SPECIFICATION	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD E.G APPLICATION FROM/INTERVIEW
<b>Educations</b>	Educated to GCSE level or equivalent	E	A
<b>Experience &amp; Knowledge</b>	Experience in providing administrative support to a team or programme.	E	A, I,

	Experience of face-to-face work with Volunteers/individuals	E	A, I
	Experience of working with organisations in the Voluntary Sector/health sector.	D	A, I,
	Experience of networking and developing positive partnerships.	D	A, I
	Knowledge of good practice issues relating to volunteer management.	D	A
	Experience of managing and maintaining a database	E	A, I
<b>Skills and Abilities</b>	Ability to work effectively as an individual and part of a team.	E	A, I
	Motivated self-starter able to manage and prioritise own workload, achieve targets and meet deadlines.	E	A, I
	The ability to communicate effectively with a wide range of audiences both orally and in writing.	E	A, I
	Excellent interpersonal skills including the ability to demonstrate a positive and non-judgmental approach, and manage conflict situations.	E	A, I
	A flexible and facilitative approach to work and a willingness to undertake shared tasks as required.	E	A, I
	Commitment to equality of opportunity	E	A
	Competent in use of ICT including experience of Microsoft Office packages.	E	A, I
<b>General</b>	Ability to work evenings and weekends for which time off in lieu is given.	E	A
	Current clean driving licence and access to car during working hours.	D	A