

Volunteer Services Team Administrator

Volunteer role description

The main purpose of this role is to provide administrative support to the busy Volunteer Services Team (VST). Under the guidance of the Volunteer Services Coordinator the volunteer will undertake a variety of tasks including processing registration forms, answering queries via email and telephone, assisting in the development of events, PR/marketing and database entry.

Time Commitment:

Minimum of four hours per week. Normal working times are Mon–Fri 10am– 4pm.

Key Tasks:

- To respond to email, telephone and postal enquiries
- To administer recruitment packs – compile, personalise and send out to prospective volunteers
- To compile statistics on all enquiries
- To set up and maintain skills database
- To set up and maintain language skills database
- Assist with mail shots to volunteers
- Administer reference requests
- Joiner/leaver statistics
- Equality/Diversity statistics
- Assist with events

Desired Skills and Experience:

- Customer care experience
- Telephone manner friendly, welcoming and efficient
- IT literate – able to use Microsoft Office package – Word, Powerpoint, Excel
- Reliable and trustworthy
- Emotionally mature
- Team player

We will provide:

- Supervision and support from a dedicated member of staff at GOSH
- Induction to GOSH
- Specific training for the role
- Local induction to the ward or department
- On-going up-dates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after six months of volunteering