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**Job Title:** Volunteering Administrator

**Reporting to:** Training and Quality Assurance Manager

**Location:** Home Working (Temporary during Pandemic)

**Hours:** 18 Hours

**Pay:** £9.28 per hour

**The organisation:**

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. Our Vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

**Purpose of the Job:**

The main objective of the role is to carry out administrative tasks related to volunteer recruitment, administration, support and development. The post holder will also take responsibility when required for general office duties and will work alongside other HR, Finance, Administration and project staff.

**Roles and Responsibilities**

* Responding, liaising and processing incoming volunteer enquiries and applications
* Process and action the referrals to the relevant team or department and add relevant information to the appropriate database.
* Contacting volunteers to discuss applications, provide information about all the services we offer or to obtain further information,when needed.
* Processing volunteer applications, arranging DBS checks, references and inductions.
* Ensuring that the volunteering section on the Mind in West Essex website is informative, working correctly and generally fit for purpose
* Using the Mind in West Essex social media platforms to promote volunteering
* Ongoing Data entry of volunteer information onto the in house database/ spreadsheets and uploading relevant documents as required .
* Liaising with external organisations regarding relevant volunteering projects.
* Liaising with staff such as Befriending Facilitators regarding relevant volunteering projects.
* Processing/authorising volunteer monthly feedback forms and expenses.
* Regular phone calls with volunteers - in order to arrange inductions, ongoing support, any issues arising
* Dealing with sensitive issues and clients/volunteer cases.
* Answer incoming calls professionally, and sensitively where necessary, and redirect the caller to the appropriate team member or alternative service.
* Answer queries confidently .
* Take accurate messages and pass to the relevant team member.
* File and dispose of client data securely.
* Checking, responding to and redirecting emails.
* Opening and closing the office securely.
* Assisting with other departments.
* Undertake general office duties as requested, these include ordering stationery, branded leaflets and cleaning materials.

**Maintain appropriate confidentiality for all persons using any Mind in West Essex Service at all times.**

**Person Specification**

**Essential Criteria**

Good IT skills e.g. Microsoft Word*/*Excel, Google docs with the willingness to undertake training to use other systems

Previous office experience essential

Experience using a database

Excellent telephone manner

Empathy with and understanding of the needs of vulnerable people

Self-motivated with the ability to manage own workload

Flexible approach to prioritising workload

Good organisational skills

A positive and creative approach to 'problem solving'

Ability to record information accurately

Ability to use initiative but be part of a Team

An awareness of the important role that volunteers play in the Community sector

Willingness to actively engage in supervision and appropriate training

**Desirable Criteria;**

Knowledge or experience of mental health problems personal or professional

Experience of working with volunteers

Able to type 40 WPM

Current DBS