



## JOB DESCRIPTION

### Administration Assistant - Volunteers

Salary £21,500

Full Time, 37.5 hours a week

Thames Valley Partnership is an established registered charity of 29 years' operating a range of support services for those affected by crime, across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire, and beyond.

Following a successful funding bid to the Office of the Police and Crime Commissioner Thames Valley, we are now recruiting for a full time **Administration Assistant** to help manage the volunteers for the Victim First Support Services, this role will allow volunteers to be recruited in a more coordinated way, and training and allocation to specific types of roles to be better managed – giving the volunteers better opportunities to develop and grow within the Partnership, and if desired to be involved in more than one programme. The Victims' First support service for adult's work across the Thames Valley, offering specialist support for adult victims and their families, providing them with crisis intervention, advocacy and longer-term practical and emotional support.

**Postholder Reports to:** The Human Resources Manager

**Role:** This is an exciting role which will act as the central interface between the volunteers and the various programme managers and core staff team. You will coordinate the key elements of recruiting, vetting, training, retaining and motivating volunteers in their respective roles and have responsible for developing/maintaining the necessary documentation including budgets, volunteer records, policies etc. The role is based at the **Partnership's office in Aston Sandford, Buckinghamshire HP17 8JB**, there will be some travel required across the three counties and reasonable expenses will be paid. Applicants must have access to a vehicle.

#### **Responsibilities:**

As an Administration Assistant for Volunteers, you'll need to:

- Maintain volunteer policies and procedures, including risk assessments
- liaise with each programme manager to understand how they work, develop partnerships and assess their needs for volunteers
- generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation/programmes
- raise staff awareness of the role and the function of volunteers
- ensure there is appropriate support and training for volunteers
- promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- Write and place adverts for recruiting volunteers
- interview and recruit volunteers and ensure they are appropriately matched and trained for a position
- organise inductions and training days

- assist in training for volunteers as well as coordinating
- act as a point of contact for volunteers to express questions, concerns, etc.
- monitor, support and motivate volunteers and their work
- celebrate volunteering by nominating volunteers for awards and organise celebration events
- Provide volunteer information to the Communications Manager for Charity monthly newsletter
- offer advice and information to volunteers and programme managers through face-to-face, telephone and email contact
- organise profile-raising events to attract new volunteers
- manage volunteer reimbursement of expenses
- control the issuing of mobile phones and ID cards
- maintain and control all volunteer users on Trackphone
- keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- maintain databases and undertake any other administrative duties.
- Supply monthly reports on volunteers' activities to the VFSS Service Manager

## **Skills, Knowledge and Abilities**

### You'll need to show:

- excellent communication skills
- Good Microsoft excel skills
- strong interpersonal skills, to deal with a diverse range of people
- experience of managing or coordinating projects and volunteers (paid or unpaid)
- an empathy with volunteers and an understanding of their needs
- the capacity to inspire and motivate others
- the ability to deal with information in a confidential manner and respond with sensitivity
- good organisational skills and the ability to manage a variety of tasks
- sound administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- a flexible and non-judgemental approach to people and work.
- an understanding of the sector, commitment to the organisation you work for and, if relevant, empathy with service users
- good understanding of safeguarding and Data Protection

### **For this role you will also need:**

- The ability to travel within Thames Valley and occasionally outside of, and access to a vehicle
- To be free from any criminal conviction which would conflict with the responsibilities of the post; you will be required to have a DBS Enhanced disclosure, or a portable DBS
- To be able to deal with all information on a confidential basis and understand data protection requirements.
- To have Citizenship of the UK or the EU, or have entitlement to work in the UK

*Thames Valley Partnership is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974.*