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**SAINT FRANCIS HOSPICE**

## JOB DESCRIPTION

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| JOB TITLE | **Volunteer Administrator** |
| GRADE | 4 |
| HOURS OF DUTY | 37.5hrs Mon to Fri |
| REPORTS TO | Senior People & Culture Partner |
| KEY RELATIONSHIPS | Public, Volunteers, Prospective Employees, Workforce, Managers, Heads of Service, Directors, Trustees, External Organisations. |
| RESPONSIBLE FOR | **No line management** |

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| JOB SUMMARY |
| This role is responsible for the day-to-day administrative and recruitment work within the Volunteer Services Department; ensuring that standard processes are followed, and a high level of customer service is provided to volunteers, managers and other external organisations and members of the public who contact the team. The postholder will handle and communicate confidential, sensitive matters requiring tact, diplomacy and with sensitivity.  The post holder will support with end-to-end recruitment and onboarding processes, the day to day inputting into the HRIS and contribute to the set up and maintenance of the elements of workforce records and reporting. They will also support users of systems to help ensure optimal use. The postholder will support with administration of meetings and workforce events as required. |

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| MAIN DUTIES AND RESPONSIBILITIES |
| **Administration**   * Administration within the Volunteer Services team, including but not limited to: * End to end recruitment processes from advertisement to onboarding working with managers to determine the best way to achieve effective recruitment. * To develop effective relationships with managers to ensure the recruitment process runs smoothly and onboarding is successful. * Support with the planning and coordination of the recruitment calendar and attend key calendar events where appropriate. * Conducting safer recruitment checks and assessing when escalation is required to resolve issues or discrepancies. * Processing reference enquires on an accurate and timely basis. * Monitoring and dealing with queries that are received into generic Voluntary Services inboxes using professionalism, tact, diplomacy and awareness of possible need for escalation. * Scanning, photocopying and filing documents in order to maintain accurate and effective Volunteer administrative systems. * Supporting Volunteer Services projects and the introduction, implementation, and utilisation of new technology, systems, processes, procedures, and methods of working. * Ensuring all verbal and written communications and data which is processed, stored, and disposed of is compliant with quality standards, Data Protection & Information Governance requirements.   **Call Handling**   * First point of contact for team handling calls from workforce that may be confidential and sensitive and where the caller may be upset or distressed. * Assessing how to respond to the query and providing first level advice and guidance or referral on to another team member. * Calling staff and other organisations/referees to chase information and/or documents   **HRIS and Other Duties**   * Accurate and timely inputting of information into the HRIS. This will involve checking the information provided, and clarifying any additional information required through liaison with departmental managers. * Provision of basic People advice when responding to and resolving queries * Manages the stock control of supplies relating to Volunteer Services led events and raising purchase orders as needed. * Undertake regular audit or data cleanse activities ensuring information is up to date and accurate such as a supervisor details, email addresses, volunteer dates, monitoring information. * Any other duties which may be requested by the line manager in order to facilitate the smooth running of the Volunteer Services team.   **Communication**   * To communicate complex information on a range of people related issues, and provide advice on sensitive matters. * To actively promote the principles of equality, diversity and inclusion   **Information resources**   * To monitor and ensure the accuracy of information entered onto HR systems ensuring that management information generated is accurate and reliable. * To produce ad hoc reports from the HRIS as required to inform business and department decisions. * To ensure that all changes to employee records are completed on time in order to comply with payroll deadlines. |
| * Role requires almost constant VDU use and sitting for periods of time. * Role requires concentration for prolonged periods with work of a predictable nature. * Occasional exposure to distressing and sensitive people related matters. |

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| ADDITIONAL REQUIREMENTS OF POSTHOLDER |
| **SENSITIVITY AND PROFESSIONALISM:** As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.  **CONFIDENTIALITY**: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.  **DATA PROTECTION**: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.  **EQUAL OPPORTUNITES:** The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.  **HEALTH AND SAFETY**: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.  **HOSPICE IDENTITY BADGES**: Hospice ID badges must be worn at all times whilst on duty.  **SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.  **REGISTRATION COMPLIANCE/CODE OF CONDUCT:**  All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.  **WORKING TIME REGULATIONS:** The ‘Working Time Regulations 1998’ require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours. |

*Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.*

*The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.*

*In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.*

PERSON SPECIFICATION

# VOLUNTEER ADMINISTRATOR

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| **E = ESSENTIAL** | **D = DESIRABLE** |

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|  | **Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning**  ***This section is mandatory do not change*** |  |  |
|  | **Supportive** - The ability to listen to and value peoples’ experience and use them to give the personal support that is right for everyone.  **Compassionate** - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people’s choices and decisions, helping them to feel safe, secure and valued.  **Inclusive and Respectful** - The ability to be open and transparent and value each person’s individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.  **Professional** - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.  **Always Learning** - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us. | **E** |  |
|  | **Qualifications & Training** |  |  |
|  | CIPD level 3 or diploma qualification or equivalent level of demonstrable experience in Volunteer Management and/ or People functions. | **E** |  |
|  | Evidence of continued professional development. | **E** |  |
|  | An understanding of Equal Opportunities and valuing Diversity. | **E** |  |
|  | **Skills/Abilities/Knowledge** |  |  |
|  | Comprehensive knowledge and understanding of preemployment checks and UKBA requirements; sufficient to be a point of escalation for resolution of queries and concerns. | **E** |  |
|  | Understanding of key voluntary services management and information applicable to the role. | **E** |  |
|  | Excellent communication skills face to face or in writing complex/sensitive/contentious/confidential information. | **E** |  |
|  | Proficient in the use of Microsoft Office including Word, Excel, Power point and Outlook to competently compose letters, reports, excel spreadsheets/charts, presentations and data input often within tight time frames. | **E** |  |
|  | Ability to prioritise and meet deadlines; sustaining medium and long term priorities. | **E** |  |
|  | **Experience** |  |  |
|  | Demonstrable experience of working in people orientated function and recruitment delivering high volume end to end recruitment campaigns and supporting managers to develop and implement plans. | **E** |  |
|  | Experience of undertaking compliance audits on recruitment activity, analysing data and providing assurance reports to ensure best practice and quality governance. | **E** |  |
|  | Experience of using computerised and web based HR information systems, e.g. DBS, HRIS, Learning Management Systems | **E** |  |
|  |  | **E** |  |
|  | **Other Requirements** |  |  |

Employees Name:

Signature:

Date: