

# Job Description



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## Volunteering Recruitment Administrator (Temporary)

**Responsible to:** Head of Volunteering

**Accountable to:** Head of Volunteering

### Description of Role

Sense Volunteering is about bringing people together to make a big difference to individuals, to groups and to the wider community. Volunteers support Sense in a variety of different ways, and play a key role in supporting the delivery of the new 'No one left out of life' 2019 – 2022 strategy.

It is really important to us to ensure that all potential volunteers have a great experience, from point of initial enquiry through to starting their volunteer role at Sense. It is also important that we provide an efficient 'on-boarding' service for managers who are looking to recruit volunteers to their teams. The Volunteering Recruitment Administrator will provide high quality support to administer the volunteer recruitment and on-boarding process.

### Specific Responsibilities

#### 1 Volunteering Recruitment Administration

- 1.1 Ensure a timely response to individuals who have expressed an interest in becoming a Sense volunteer – dealing with the individual directly or signposting to the relevant service
- 1.2 Contribute towards the development of the administration processes to support the effective recruitment and on-boarding of volunteers
- 1.3 Administering the recruitment process in a timely and efficient manner, including: managing the placement of adverts, and ensuring appropriate screening checks are carried out e.g. references and DBS checks
- 1.4 Ensure that all volunteer data is entered into the Better Impact database in a timely, accurate and consistent manner



- 1.5 Ensure that the electronic files held on volunteers are up-to-date and stored in line with GDPR regulations

## **2 General Duties**

- 2.1 Triaging the 'volunteer' email inbox; responding to and directing enquiries as appropriate
- 2.2 Comply with Sense policies and procedures regarding the operation of services, and the employment of staff and volunteers, actively promoting the principles of equal opportunities and working in a manner that maintains a safe, healthy and supportive environment and the people we support
- 2.3 Carry out any other duties consistent with the grade of this post



# Person Specification

## Volunteering Recruitment Administrator (Temporary)

Achievements & Experience	
Essential Criteria	Desirable Criteria
At least 6 months experience in an administration role	Experience of being the first point of contact for enquiries in a fast paced working environment
Experience providing administrative support to volunteer and/or staff recruitment processes	Experience of using a database management information system

Skills & Abilities	
Essential Criteria	Desirable Criteria
Highly organised and able to manage a busy workload	Positive about the important contribution volunteers make and an understanding of the needs of volunteers
Good level of IT literacy, including the use of Outlook, and Microsoft Office programmes	A commitment to people who are deafblind and Sense's vision and values
Able to build relationships with stakeholders and provide excellent customer service	
Excellent written and verbal communication skills	
A high level of attention to detail, reliable and able to produce work to a consistently high standard	
Able to deal with information in a confidential manner and respond with sensitivity to the opinions of others	
Able to solve problems and respond to issues raised	
A team player but able to work on own initiative, without close supervision	