

Job Description

Service Administrator

Reporting to: Service Coordinator

Location: London – Vauxhall

Hours: 21/28 hours per week. Flexible working negotiable.

Salary: £19,000 - £21,000 pro-rata, depending on experience.

About Reach Volunteering

Reach Volunteering is a small but well-respected national charity which connects people who want to volunteer their professional skills with charities that need those skills. We do this through our online community, and through our bespoke TrusteeWorks service. We are on a mission to help more charities recruit more trustees and skills – based volunteers, and to increase the impact of these placements. We are focused on the needs of the people who use our service, and we are always looking for ways to make our service more effective. We are responsive, collaborative, and we have a culture of learning from what we do and what works.

Purpose of post

You will be responsible for the smooth and efficient registration of all new volunteers and volunteer opportunities by:

- acting as first point of contact
- vetting for eligibility
- advising on volunteer recruitment
- helping to improve the quality of roles, and
- processing registrations with speed and accuracy.

Very good written English skills, attention to detail and good phone manner are essential as are a can - do attitude and enthusiasm for learning. This role is critical for the smooth running of our service and involves working effectively with the rest of the service team and the marketing team.

Job Description

- Ensure that both the volunteer and charity registration process is smooth and efficient, maximising the number of enquiries that convert into registrations.
- Answer telephone calls and respond to incoming emails, voicemails and enquiries in a timely manner, explaining our service, advising or signposting where necessary.
- Review all incoming volunteer registrations, ensuring that the correct criteria is met.
- Review all incoming client organisation registrations, ensuring that the registration process has been completed correctly.
- Ensure that all opportunities are correctly uploaded to the website.
- Using the CMS to search for volunteers, opportunities and organisations and to update the website accordingly.
- Taking on various office management tasks - dealing with post, managing staff diaries, ordering stationary and looking after the office environment.
- Carry out data cleansing tasks, and any other ad hoc administrative tasks that may arise.
- Participate in team meetings.
- Carry out other reasonable duties, as appropriate, at the request of the Service Manager, Service Coordinator and CEO.

Person Specification

Essential

- Great customer service skills, able to manage customer expectations well, and present a professional and courteous face of Reach to volunteers and charities.
- An excellent communicator who can communicate effectively at all levels, both orally and in writing.
- Previous experience in administration.
- Able to work fast and accurately, with good attention to detail.
- Good time management skills; able to work systematically and prioritise tasks to cope with fluctuating needs.
- IT confident; familiarity with Microsoft Office programs.

Desirable

- Experience of working in the voluntary/ charity sector and working with volunteers, or a strong interest in the sector.
- Experience as a volunteer.
- Understanding of the recruitment needs of small and large organisations.
- Previous database experience.

Qualities

- A quick learner with a positive can-do attitude.
- Patient.
- Self motivated and an ability to use own initiative.
- Able to work well with a diverse team which includes staff and volunteers.
- Hard working, responsible and reliable.

We are an open and inclusive organisation, and believe that diversity is strength. We welcome applicants from all social and educational backgrounds. We are also keen to hear from applicants who are from BAME backgrounds since this group is currently under-represented in our team. This position is a great opportunity for someone who would like to gain experience in the charity sector.

What we can offer

- Flexible working
- Training on our systems and processes
- Supportive mentoring and guidance from colleagues
- A friendly collaborative team, in an innovative, learning organisation
- 26 days annual leave (pro-rata), volunteering days and generous pension contributions