

## Job description - Volunteer administration officer (PB6B)

### Job summary

We're looking for a new Volunteer Administration Officer to help support the smooth running of our day-to-day volunteering activities at Westonbirt, The National Arboretum. The Arboretum is one of the world's finest tree collections and a nationally important historic landscape. It is also a major visitor attraction and thriving community, with almost 600,000 visits per year and over 35,000 members. Our activities are supported by almost 300 passionate volunteers, covering over 20 varied roles.

As our new Volunteer Administration Officer, you will play a pivotal role by undertaking key administrative tasks as well as providing a friendly first-point-of-call for our volunteers. Working with the Volunteer Coordinator you will help support individual team supervisors to ensure they deliver volunteer activities that meet business needs and provide the highest quality experience for our volunteers. You will be an excellent administrator with a keen interest in the detail and have exemplary communication skills. You will thrive on forging strong relationships and have the empathy to tackle difficult and sensitive issues respectfully.

The role sits within the Learning and Participation team, which is responsible for the development and delivery of public engagement programmes, including formal education, interpretation, family events and community activities. From time to time you will also help support other L&P activities.

### Key responsibilities & accountabilities

The post holder will ensure essential administrative tasks are delivered on time and to the highest standard for all volunteer activities:

- process volunteer hours / mileage expenses / uniform requests in line with agreed policy, including liaison with volunteers to chase up forms and ensure accurate submissions
- support accurate record keeping through the volunteer database (including training) in compliance with data protection legislation; run queries as necessary to support decision making
- support recruitment, induction and ongoing training of volunteers
- arrange/coordinate meetings; make venue bookings, prepare refreshments, write agendas and minutes
- oversee radio banks and use of volunteer computers
- support safety of volunteer activities through completion and implementation of risk assessments

The post holder will also play a vital role in supporting the day-to-day volunteer experience by:

- support the running of our volunteer hub
- monitor implementation of policies including measures put in place to ensure safe working
- responding to volunteer queries and prepare volunteer communications including the volunteer newsletter
- support other staff involved in supervising volunteer teams
- support volunteer coffee mornings, celebrations, long service awards and arrange Christmas message
- ordering volunteer welfare supplies for across site

And any other tasks, reasonably requested by your line manager.

### Skills, knowledge & experience

### **Essential professional and technical experience**

- experience of recruiting, supervising and supporting volunteers fulfilling multiple roles
- demonstrable administrative experience within an office environment
- evidence of providing responsive customer services to people from a wide spectrum of the community
- demonstrable evidence of strong interpersonal communication skills (written and verbal)
- evidence of applying policy framework with respect to equality, health and safety and GDPR preferably in relation to volunteering
- a sound working knowledge of technology and its use in delivering administrative tasks; in particular MS teams, Zoom and Microsoft Office packages (Word, Excel, PowerPoint and Outlook)

### **Desirable professional and technical experience**

- experience working within environment / heritage setting
- evidence of strong numeracy skills
- experience of marketing through different media
- experience supporting volunteer training
- experience increasing the diversity of a volunteering cohort

