

<b>Role Title</b>	<b>Office Manager and Volunteer Coordinator</b>
<b>Hours</b>	15 hours per week over 3 days ( office based) Occasional evening and weekend work.
<b>Functions</b>	Reports to chief Operating Officer
<b>Salary Level</b>	£15ph + pension contribution
<b>Main Work Location</b>	Chatmohr Estate, West Wellow

### ***Role Overview***

To enable us to sustain the quality of what we currently deliver to young people and their families by developing our administrative systems and processes to maximise our impact, and by coordinating the smooth running of our volunteer base. The essential role elements are detailed below

### ***What you will be doing***

#### **1. Manage the General Office :**

- Undertake all administrative procedures especially recording, reporting & filing
- Coordinate and assemble key performance indicator information monthly for the COO
- Deal with incoming telephone calls
- Cover our general email accounts , respond or coordinate responses as necessary
- Assist with putting together training presentations and resources
- Order stationery and office supplies as necessary
- Provide general administration to support the needs of the Charity eg: – support for administration of charity events when required eg: Conference / BBQ and Christmas Party / Residential weekend and activity days (eg : invites, confirmation, medical forms, evaluation)
- Pat testing and fire extinguishers
- Manage the franking machine
- Support the Office with general administration as and when required
- Input data to the Annual Report and collate final document under guidance from COO
- Liaise with IT support company to ensure ease of use

#### **2. Administer Volunteering :**

- Be responsible for end-to-end volunteer recruitment process, interview new volunteers , organise training with the Education Lead, and ensure regular monitoring/ support checks
- Make sure Annual reviews are done (links to point below re: timing of annual DBS checks)
- Carry out monthly update checks for DBS renewals, update the DBS spreadsheet.
- Post events on Volunteer website and coordinate responses
- Coordinate the Daily Helpline run by Volunteers
  - Maintain the monthly rota, and ensure cover
- Keep records for the support groups
  - Collate the data from Group Leads after each group session and ensure the updating of the database

### 3. Coordinate office based volunteers to ensure :

- Maintenance of our database, running of reports, keeping information up to date
- Acknowledgment all donations
- Management of the collection pots
- Support for our social media endeavours and input to internal communications ( eg: ¼ ly Volunteer Newsletter)
- Liaison with others regarding our website administration

### 4. Provide administration for Fundraising activities :

- Point of contact for all individual fundraisers
- Organise and distribute the GSR event (issue tokens, liaise with runners, order shirts etc.)
- Run 1/4ly reports on Virgin Money giving and Just Giving, and online fund-raising pages

### ***What you will need***

- Work experience in a similar role
- Excellent organisational and administration skills – ability to use excel and use a database.
- Effective team player skills and the ability work on your own
- Passion to do the best for our service users
- Flexible attitude to work
- A proactive mindset when identifying problems and developing solutions
- Excellent and effective communications
- Ability to set and meet your own deadlines
- Willingness to support others in the Charity
- An understanding of GDPR requirements relating to administration of services
- An anti-discriminatory approach to all those you work with.

Note : Full driving licence and own transport needed.

### ***Other information***

Simon Says is committed to safeguarding and promoting the welfare of its staff, volunteers children and young people . We expect all our staff to be aware of their responsibilities to protect staff and service users from abuse or harm. Successful applicants will therefore be required to undertake a DBS check.