

## **Volunteer Administrator Job Description (20 hours a week).**

**JOB TITLE:** Volunteer Administrator

**RESPONSIBLE TO:** Head of Operations

**JOB PURPOSE:** To assist with the recruitment, training, induction, and communication of our 120 Volunteers.

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### **JOB ACTIVITIES:**

1. To assist with the daily communication, rota and liaison with the team of Volunteers.
2. Recruiting, onboarding, and inducting volunteers, training and helping them progress into new roles.
3. Organise rotas and provide inductions and training, as well as debrief interviews for departing volunteers.
4. Supporting and supervising volunteers by troubleshooting volunteer issues to ensure that the experience of volunteering is inclusive and accessible and highlighting the role volunteers play in the organisation and evaluating their impact.
5. Ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews.
6. Stay up to date with all required information –
  - Research and write volunteer policies and procedures.
  - Carry out pre-volunteering checks, including references and Disclosure and Barring Service (DBS) checks where appropriate.
  - Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.
7. Raise staff awareness of the role and the function of volunteers.

It is a requirement of Buxton Opera House and Pavilion Arts Centre that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The role will require to work occasional weekends and evenings for the proper performance of their duties. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

## **Volunteer Administrator person specification:**

### **Experience**

- Experience of working in a customer focused role. Proven ability to deliver high quality customer service in person.
- Proven ability to work confidently and effectively with a wide range of people.
- Experience of working within a team.
- Experience of working with Volunteers.

### **Skills and Knowledge**

- Working knowledge of word processing, database, and spreadsheet software packages.
- Excellent written and verbal communication skills.
- Knowledge of GDPR regulations

### **Education, Training and Qualifications**

- GCSE or equivalent in English and Mathematics.

### **Personal Attributes**

- Genuine interest in working with Volunteers.
- Enthusiastic, committed, and energetic, with a flexible attitude to changing needs.
- Committed to personal learning and development on an ongoing basis.
- Ability to work flexibly including weekends and evenings as required.
- Able to work under pressure.
- Honest and punctual.
- A willingness to embrace Buxton Opera House and Pavilion Arts Centre values.
- Genuine interest in working in an arts environment.

### **Salary & Holiday**

- £12,210 pa
- 12.5 days holiday.