

JOB DESCRIPTION

Location: Boghall Drop-in Centre
Boghall Community Wing
Marina Road
Boghall
West Lothian
EH48 1SR

Post: Volunteer Administrator

Responsible to: Charity Co-ordinator and Board of Directors

Salary: £12 per hour

Working hours: 20 hours (Flexible) Funding is available for 1 year.

Purpose of job:

Whilst every effort has been made to outline the main duties and responsibilities of the post, it should be remembered that a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used, in which case all usual associated routines are naturally included in this job description. Staff should not refuse to undertake duties not specified below but should record additional duties they feel need specific recognition and these will be considered during supervision and again during annual appraisal.

Key Responsibilities of the Charity:

- *Promote opportunities for the inhabitants of Boghall associating with local agencies in a common effort to advance education and to provide facilities in the interest of social welfare, for recreation and other leisure-time occupation so that conditions of life may be improved.*
- *Relieve poverty in such ways as may be thought fit.*
- *Promote the advance of education amongst the residents in such ways as are charitable in law.*
- *Promote and further good health of the residents and to promote, establish, operate and/or support other projects of a charitable nature for the benefits of the residents.*

PRINCIPLE PRIORITIES OF THE JOB

- Carry out induction and pre-assess the best route for the volunteers with the organisation
- Record and maintain volunteer data, i.e training, hours and skills
- Collate and evaluate volunteer data, i.e individual volunteer journey records
- Organising, creating and managing volunteer celebrations and awards
- Ensuring volunteers are aware of opportunities available, i.e training, event and opportunities
- Oversee the volunteers' needs and development
- Supervise and deliver Volunteer appraisals

Work with Service Users

- To have individual responsibility in accordance with the practices, procedures and policies of the Boghall Drop in Centre, for the personal needs of the community.
- Welcome individual users and local community groups into the Community Wing
- To make and maintain effective working relationships with Community.
- Respond to varied requests for assistance and advice from users of the Community Wing.
- Be available to accommodate community groups and partnership agencies into the Community Wing.
- To supervise the users of Community Wing and always ensure the wellbeing and safety of participants

Administrative and Clerical Duties

- Ensuring that Volunteer information and data is kept up to date.
- Assist users of the Community Wing with using the computers/ printer
- Receive and record telephone calls and ensure that all callers are directed to the correct service they require and when required source this information using the internet.
- Responsible for opening and closing the Community Wing.
- Responsible for ensuring the building is secure and alarms are turned on.
- Perform general clerical duties to include but not limited to: photocopying and filing.
- Maintain hard copy and electronic filing system.

Partnership Working

- Facilitate the use of the building by partnership agencies
- Work in partnership with other organisations/agencies to identify opportunities for Volunteers to explore.

- Support staff and other agencies in assigned project-based work.

Marketing and Publicity

- Create, edit and produce marketing and publicity materials for the Drop in Centre and associated charitable organisations where appropriate
- Use social network sites to help promote the services of the Centre and support community groups to create and maintain a social media presence.
- Undertake any other duties as may be required to assist in the smooth running of the Boghall Community Wing.

Qualifications & Experience:

- Excellent communication skills, both written and verbal; particularly on the telephone
- Ability to respond appropriately to a wide range of enquiries
- IT skills, particularly Microsoft Office, Excel, Word, Publishing. Knowledge of design packages is essential to this post
- Ability to work on own initiative, and as part of a team
- Ability to prioritise & manage multiple priorities
- Excellent computer skills and ability to complete administrative duties

Support & Supervision:

The post holder will receive support and supervision through fortnightly meetings from the Charity Co-ordinator. This also includes delivering a regular monthly staff report for the Board of Directors.

Disclosure Scotland

This will be completed before taking up the post.

Creativity within the post

The post calls for an ability to be able to develop ideas and pass these on to the appropriate Groups.

The Boghall Drop-in is an equal opportunities employer and will prevent discrimination particularly on the grounds of sex, marital status, disabilities, race, colour, religious belief, political belief, nationality, sexuality, ethnic origin, age, trade union activity, responsibility for dependants or employment status.