

1. Job details	
Job title	HR Administrator (Volunteers)
Salary band	Band 7
Accountable to	HR Administration Team Leader

2. Job summary
Working as part of a central administration team to ensure that administration of volunteer records is dealt with in an efficient, correct and timely manner. Key duties will be to respond to potential volunteer enquiries, liaise with volunteers, recruitment team, local units and medical decision makers on volunteer applications, and maintain ongoing volunteer records.

3. Main duties and responsibilities	
1	Respond to queries from potential volunteers and advise them about volunteering opportunities and the application process.
2	Provide support to managers and District New Volunteer Leads on all aspects of the recruitment and selection process e.g. shortlisting and interview processes, the Reach system and screening checks.
3	Answer queries from volunteers and their managers on policy and process issues, maintaining a high level of customer service.
4	Ensure that changes relating to starters, transfers and leavers are accurately captured on the MyData system.
5	Ensure records in MyData are accurate, complete and up to date and that volunteers' paper files are maintained.
6	Provide management reports from the MyData system both on a regular basis and in response to ad hoc requests.
7	Liaise with the HR Operations team to ensure effective teamwork and handover of information, both ways.
8	Produce volunteer certificates and support the recognition process, including honours and awards.
9	Ensure expiring details of volunteers such as ID cards and DBS checks are renewed prior to expiry by accurate record keeping and notification to managers.
10	Respond to reference requests relating to volunteers in a timely fashion.
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

4. Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	

Education and qualifications

5 GCSE's or equivalent at Grade C or above including Maths and English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
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Experience

Use of computerised systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working within a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Undertaking office administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of dealing with administration of volunteers in a charity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Dealing with customer or volunteer queries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

Skills, knowledge and abilities

Good interpersonal skills with ability to communicate effectively at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good customer service skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to handle sensitive information and act with discretion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

Motivation

Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR	Date of preparation: 31/10/17
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