

# Volunteer role description

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Role details	
<b>Role title</b>	<b>Volunteer Support Administrator, Any team</b>
<b>Time commitment</b>	<b>Four to 10 hours a week – evenings and weekends with some and daytime options</b>
<b>Accountable to</b>	<b>Varies according to appointment</b>

This person will be your main point of contact while volunteering for St John Ambulance. They will provide you with the support and supervision necessary for you to perform your role.

## About St John Ambulance

No one should die because they needed first aid and didn't get it. St John Ambulance (SJA) teaches people first aid so they can be the difference between life and death, and you can help us do this.

## Purpose of the role?

St John Ambulance is a complex charitable organisation which delivers first aid related services to thousands a people each year. To support this would we need volunteer administrators who are happy giving time to help our managers, especially our volunteer managers, to organise and run the charity by undertaking important administrative tasks.

## What would you be involved in?

- Arranging internal organisational meetings, training courses and service specific functions (like youth events)
- Arranging travel and other logistics
- Arranging interviews with new potential volunteers
- Assisting with the collation of documents to be processed by other departments
- Computerised record keeping of personal and organisational data
- Reception duties in SJA offices and training centres
- Other administrative and support duties to keep the organisation functioning.

## What are we looking for?

- Someone with a good understanding of administrative practices and organising events or meetings
- An understanding of Microsoft office systems including email, web based databases, etc
- Able to communicate effectively, both verbally and non-verbally, with a variety of internal and external people
- Able to prioritise work from a number of sources and manage deadlines
- Understand the importance of customer service and meeting clients expectations
- Able to work on own initiative and willing to be adaptable.

## Support and training available?

- Training in first aid
- Training and mentoring in use of computer systems appropriate to role
- Access to other training opportunities including e-learning training courses
- One to one support and supervision from line manager.

## Location of this volunteering role?

Location of volunteering may vary – to be agreed with line manager(s)

## Role specific commitments?

- To be agreed with line manager(s).

This role 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.

Prepared by: Volunteering	Date of preparation: June 2014
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