

Volunteering Data and Support Administrator

Grade: 5

Directorate: Support Services

Location: HQ, WWT Slimbridge Wetland Centre

Reporting to: Head of Volunteering

Main function of the post:

Working closely with the Volunteering team, colleagues and volunteers, you will ensure the central Volunteering team works effectively and efficiently by delivering and developing processes, manipulating data and producing reports. You'll ensure that volunteer processes are embedded, efficient and effective across WWT. You'll support the development of quality standards, enabling WWT to measure success. You will support effective recruitment of volunteers and the development of positive and engaging relationships with volunteers.

Supervisory Responsibility: None

Hours worked: 30 hours per week (regular work pattern to be agreed)

Main duties of the post:

1. Maintain and update the central volunteer database, working with colleagues to ensure that volunteer data is accurate, consistent and compliant with data protection law.
2. Develop an excellent working knowledge of the volunteer database, contributing to the development of the database and related systems, ensuring that they support business process and reporting needs, and working with colleagues to continually improve data quality.
3. Produce data reports as required, manipulating data in the database and MS excel, and presenting reports a in user friendly format. Implement efficient reporting processes and timescales and contribute to the development of the standards based on knowledge of WWT volunteer data.
4. Provide a systems overview for volunteer data, ensuring consistency in usage and approach and provide guidance to users, where appropriate.
5. Provide support to large volunteer involving projects, such as Slimbridge 2020.
6. Support the development of and maintain intranet pages for WWT staff working with volunteers, and volunteers.
7. Support Volunteering Development Officers with administrative processes relating to volunteer recruitment, including developing relationships with possible recruitment sources, managing

accounts and adverts placed on recruitment sites. Manage the internal content management system, and recruitment systems and processes.

8. Manage and maintain the volunteering document library, ensuring all documents are kept up to date and catalogued accurately and effectively.
9. Oversee the use and development of marketing and communications materials (including production of materials for recruitment), ensuring brand compliance, consistency and retain an overall view of all our volunteer materials.
10. Oversee the volunteer policies and procedures, managing the review process and ensuring all documents are up to date and easily available to staff and volunteers.
11. Work with colleagues to ensure good administrative processes are followed within Centres and HQ relating to volunteer management and training, including the development of new processes and materials.
12. Provide a point of contact for the Volunteering team, ensuring excellent internal and external customer service.
13. Support the Volunteering team with other administrative process as identified, such as meeting minutes, booking meetings, support with travel and car hire bookings where required.

This role will include occasional travel. In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: September 2019

Person Specification

1. Qualifications

Essential:

- Good general education to A level or equivalent (including English Language)

2. Experience

Essential:

- Experience of working with CRM databases, including running reports and ensuring data quality.
- Intermediate to advanced MS Excel skills.
- Previous experience of working in an administrative or support role
- Experience of taking responsibility for a discrete area of work.
- Experience of operating computer systems including MS Office applications (Word, Excel and Outlook in particular)
- Demonstrable office/administration skills including word processing, drafting correspondence and customer service skills.

Desirable:

- Experience of using Volunteer management systems.
- Experience of reviewing and developing business processes to improve efficiency.
- Experience of developing marketing materials creatively to promote business activities.

3. Managerial & Supervisory

- This post does not currently have line management responsibility

4. Responsibility

Essential:

- Responsibility for planning own workload on a day to day basis and working on own initiative
- Responsibility for working with and influencing others internally, to ensure compliance with processes and procedures
- Responsibility for data quality, management and reporting
- Responsibility for developing and maintaining positive relationships with external stakeholders and suppliers.

Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	0
Cash Handling	0
Assets (required for job, exc buildings)	0
Visitors (per annum)	0

5. Creative Ability

Essential:

- Ability to be flexible and prioritise own workload according to the needs of the team
- Ability to understand, review and suggest improvements to processes or materials.
- Ability to exercise excellent organisational and time management skills, and a proactive approach to your work
- Ability to work with and influence others, ensuring processes are followed but allowing for and supporting necessary local variances and needs.

6. Contact

Essential:

- Strong communication skills and a commitment to excellent customer service
- Ability to effectively work in a team, within the volunteering team and with others in the organisation.

Internal Contacts:

- Volunteering team (Head of Volunteering and Volunteering Development Officers)
- Supporter Insight team
- Centre/HQ staff who manage and recruit volunteers
- Centre/HQ staff and volunteers who manage volunteer data
- Centre/HQ staff and volunteers who manage local communications and engagement
- Training and Health & Safety teams
- Volunteers using Better Impact.

External Contacts:

- Local volunteer centres and other sources of volunteer recruitment eg universities etc
- Members of the public enquiring about volunteering opportunities and in the course of applications to become volunteers