

ROLE DESCRIPTION

ROLE TITLE	Admin Support Officer
ACCOUNTABLE TO	Chief Officer
JOB TYPE	Freelance
HOURS	16 hours per week
PAY	£14 per hour
LOCATION	Mainly working from home and various locations in the borough.

PURPOSE OF POST

The post holder will support the running of Voluntary Action Reigate & Banstead (VARB) and the Reigate & Banstead Volunteer Centre.

KEY RESPONSIBILITIES

- 1) Communications**
 - to develop and update the VARB website in consultation with other members of the VARB team.
 - to maintain and develop the mailing lists of organisations and volunteers (held on Mailchimp & Sender.net) in line with GDPR regulations, including updating on a weekly basis.

- 2) VARB Events Support**
 - to identify and liaise with speakers for events.
 - to set up publicity and booking systems via Eventbrite, the VARB website and administer bookings.
 - to promote and publicise VARB events.
 - to book physical venues if required.
 - to create feedback mechanisms and lead on the recording of feedback.
 - to distribute follow up information.

- 3) Volunteer Recruitment Support**
 - to keep volunteer opportunities up to date, contacting organisations to ensure their opportunities are still relevant.
 - to assist organisations to add new opportunities and/or amend their opportunities – working in partnership with the Volunteer Centre Manager to research and disseminate good practice in the drafting and presentation of opportunities.

- to manage appointments for volunteer face to face meetings with the Volunteer Centre Manager, including the booking of venues, online promotion, and reminder calls/texts.
- Subject to availability, devise account plan for target organisations to build better partnerships across the borough.
- Subject to availability, research volunteer opportunities suitable for corporate teams and update Volunteer Plus and the VARB website accordingly.

4) Other Responsibilities

- to maintain and update the IT asset register as required.
- to take telephone calls for the office - giving information, taking messages, or referring to other staff as required.
- to listen to answer-phone messages and respond or refer to other staff as appropriate.
- to develop and maintain the core IT systems used by VARB, including Office 365; 3CX working in conjunction with VARB's IT support provider.
- to complete basic finance administration.
- to attend external meetings on behalf of VARB as required.
- to attend internal or external training courses as required or appropriate.
- to attend regular staff team meetings and actively participate in discussions, contributing ideas for new services that meet the changing needs of the voluntary sector.
- to take minutes of formal and informal meetings as appropriate.
- to maintain confidentiality of individuals, member organisations and VARB at all times in accordance with Data Protection regulations.
- to assist as required other staff in functions as determined by the Chief Officer/Volunteer Centre Manager, and to undertake any other duties as may be required for the smooth running of the organisation.
- to carry out all duties in accordance with VARB's policies and procedures.

Person Specification

	Essential	Desirable
Skills/abilities	<p>Excellent written and verbal communication skills.</p> <p>Good organisation and administrative skills.</p> <p>Excellent numeracy skills.</p> <p>IT proficient including Office 365 and a willingness to embrace new technology.</p>	<p>Ability to learn or familiar with Mailchimp and/or Sender.net and Eventbrite.</p> <p>Able to use CRM/databases.</p>

	<p>Experience using WordPress, zoom/teams.</p> <p>Experience using graphic design tools e.g. Canva.</p> <p>Self-motivated and able to work on own initiative and to deadlines.</p>	
Experience	<p>Experience of working successfully in a team.</p> <p>Experience working with people from a variety of backgrounds and a strong awareness of diversity and inclusion values.</p>	<p>Experience working or volunteering in the voluntary sector.</p> <p>Working in partnership with other organisations.</p>
Knowledge		<p>Awareness of the voluntary and/or public sector in Reigate & Banstead.</p> <p>A good understanding of current health and safety and data protection guidelines.</p>
Other	<p>Able to attend online meetings and occasional face to face meetings subject to sufficient notice.</p>	

Applicants are invited to send their CV and supporting statement (max. 1500 words) to: info@varb.org.uk Closing date: 5pm - Friday 22nd March 2024.