



Volunteering Service – Administrative Assistant & Volunteer Support – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Volunteering
Reporting Line	Volunteering Manager
Grade / Hrs / Duration	Grade 1, 22.5 hours per week, Fixed term contract until 31 st October 2028
DBS – Level Required	Basic
Location/s	
Competency level	
Job Summary	
<p>West Sussex Mind is a local mental health charity committed to promoting mental well-being in local communities and supporting the recovery and independence of individuals we provide support to.</p> <p>We are looking to recruit an Administrative Assistant for our Volunteering Service to undertake a range of HR and administration tasks to support the Volunteering service.</p> <p>The Volunteering service builds, develops and maintains rewarding and engaging volunteering opportunities, ensuring volunteers are valued and supported, inspired and motivated.</p> <p>The role of the Administrative Assistant will be to:</p> <ul style="list-style-type: none"> • Support the recruitment and development of a pool of volunteers from the local community and people using West Sussex Mind support services • To support our services to run both social and service led activities with the involvement of fully trained volunteers • To support raising the profile of our volunteer opportunities and involvement to ensure that we provide a worthwhile and beneficial volunteering experience 	

Scope & Accountabilities

This role will report to the Volunteering Manager. There are no direct line management responsibilities for this role.

Key Tasks

1. To undertake Human Resource tasks regarding the recruitment of volunteers including processing applications, DBS and reference checks and maintaining all appropriate records on the database and applicant files on SharePoint
2. To assist with internal and external advertising of volunteer roles
3. To undertake tasks for new volunteers to include, sending of Welcome Pack and supporting their induction and e-Learning.
4. To undertake tasks involved in arranging volunteer forums or celebrations, to include planning, invites and venue booking.
5. To provide administrative support around coordinating and delivery of volunteer training.
6. To support in collating evaluation and outcomes data.
7. Monitoring shared mailboxes and responding to enquiries via email.
8. To contribute to the smooth running and organisation of volunteering service and be an active member of the staff team.
9. To attend planning meetings and contribute to effective communication within the staff team and other departments.
10. To undertake any other tasks and duties as required in order to meet the requirements of the department.
11. To adhere to all policies and procedures of West Sussex Mind.
12. To follow West Sussex Mind's policies around the safeguarding of adults and protection of children at all times and to alert a more senior member of staff to any concerns.
13. To be aware of and follow all Health & Safety regulations, particularly related to work surroundings.

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications

- Good literacy, numeracy, IT, digital skills.
- Communication and interpersonal skills.
- Experience in an administration role within a busy office environment.

Preferred Experience/Qualifications

- Lived experience of having or having had mental health problems and using mental health services.

Professional & Technical Knowledge, Skills and Abilities

1. Some understanding and interest around mental health and recovery approaches in mental health work.
2. Knowledge around services working with and supporting people with mental health needs gained through working in or using services
3. Strong written and verbal communication skills, IT and digital skills and good personal effectiveness.
4. Motivated, reliable and confident
5. Good telephone manner and the ability to confidently deal with enquiries.
6. Strong organisational skills and the ability prioritise workload to meet deadlines.
7. Ability to work accurately and with attention to detail.
8. Ability to work flexibly within a team to ensure department objectives are met
9. Committed to providing quality administration to support colleagues.
10. Ability to maintain electronic filing systems.
11. Confidence in communicating with professionals at different levels, including volunteers, frontline staff and managers.
12. Knowledge of and a commitment to user led services and proactively tackling inequalities through work.
13. Well-motivated and able to learn, willing to seek advice appropriately and accept supervision and training as required, to take responsibility for their own personal development.
14. Team player with ability to work effectively within own team, organisation and partners.
15. Good insight into and able to proactively self-manage and take responsibility for own mental health and well-being.

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		Date:	
Signed: Line Manager		Date:	