**Agenda For Change Job Description Template**

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| * **JOB IDENTIFICATION**   **Job Title:** Volunteer Services Administrator  **Responsible to:** Spiritual Care and Volunteer Service Manager  **Department:** Spiritual Care and Volunteer Services  **Directorate:** NMAHP (Nursing Midwifery and Allied Health Professionals) |
| **2. JOB PURPOSE** |
| The Volunteer Services Administrator will provide a comprehensive and effective administration service to support the roles and the work of the NHSGGC (NHS Greater Glasgow and Clyde) Volunteer Service. The post holder will:   * Act as first point of contact for the team with all routine and non-routine/ unexpected enquiries within the service and including external enquiries. * Support the establishment and maintenance of office systems and procedures, including data and information systems. * Organise and maintain office systems and procedures which will enable the Volunteer Service to manage business and volunteer service information on a range of issues * Input and process information and data in accordance with procedures * Support analytical work in relation to business and volunteer service data and information * Provide full administrative and secretarial support to a number of regular and ad hoc group meetings |
| **3. ROLE OF DEPARTMENT** |
| The NMAHP Directorate of NHS Greater Glasgow & Clyde provides professional Leadership for the AHP function across NHS Greater Glasgow & Clyde in line with national and local strategies to develop effective policies and strategies so that the best professional standards which underpin excellent outcomes for patients are deployed in all services.  The Directorate also has responsibility for delegated services from corporate portfolio i.e. Volunteer and Spiritual Care services.    The NHSGGC Volunteer service recognises the important part volunteers play in the life and work of the NHSGGC Board and the wider community, and as such provides leadership, facilitates collaboration and directly manages some volunteers across a range of partners and sectors to support hundreds of volunteers in NHSGGC in a wide variety of meaningful roles in every part of the organisation. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| The post holder provides an effective and efficient administrative support service to the Spiritual Care and Volunteer Service Manager, and the Volunteer Service Managers. The post holder also works closely with other NHSGGC and HSCP staff with a remit for volunteer management, and Third and Voluntary Sector partner organisations ensuring synergy and avoiding duplication of effort.  NHSGGC is the UK’s largest health authority and employs circa. 39,000 staff with a revenue budget of £3.5 billion.  In partnership with 6 local authorities, NHSGGC is responsible for the health needs of a population of 1.2 million people – almost a quarter of the entire Scottish population.    The post holder provides effective administrative support to a key service which operates across all of NHSGGC:     * Volunteering Services: 3 WTE staff; circa 600 volunteers; £135K budget; RVS funding £variable     The post holder is expected to work with the Spiritual Care and Volunteer Service Manager to provide a high quality administrative service to the team, to establish efficient and effective ways of working to enable the volunteer service to consolidate and develop, and will liaise with members of the public, prospective volunteers, clinical and non-clinical colleagues to ensure the service meets overall strategic objectives. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **Support the establishment and maintenance of office systems and procedures, including data and information systems**   * To develop information systems, with guidance from the Spiritual Care and Volunteer Service Manager, to support data collection and collation * Construct data repositories, systems and processes, with guidance from the Spiritual Care and Volunteer Service Manager, to allow collation, retrieval and analysis of data.     **Organise and maintain office systems and procedures which will enable the Volunteer Service to manage business and workforce information, including (but not exclusively):**   * Workforce dashboards * Records management (including electronic document management) * Monitoring of the business of the Volunteer Service, in particular using the Volunteer Information Systems database (VIS) and Webropol to support volunteer recruitment * Leave recording and reporting * Completion of HR checklists for new and departing staff, and for any staff changes * System maintenance and overview on behalf of the Spiritual Care and Volunteer Service Manager e.g. eESS, TURAS * Oversight of Health and Safety processes and systems, and escalation of issues * Procurement processes on behalf of the Volunteer Service * Other organisational or departmental systems and processes, in line with the needs of department or the Spiritual Care and Volunteer Service Manager.   **Input and process information in accordance with procedures**   * To input data to information systems, in accordance with procedures this includes the above systems as well as the Scottish Standard Time System (SSTS) * To operate within the Data Protection Act, Caldicott Guidance and the Freedom of Information (Scotland) Act in relation to handling and storage of data/ information   **Respond to data enquiries from key stakeholders**   * To have an understanding of the relevant volunteering frameworks/ policies, and be able to respond to enquiries from stakeholders as required * Ensure that all contact with the department is dealt with effectively and efficiently, and where necessary, is referred on to other team members to respond to * Establish excellent relations with all members of the volunteer service and wider directorate   **Support analytical work in relation to systems**   * Responsible for the analysis and preparation of information for routine reports, as agreed with the Spiritual Care and Volunteer Service Manager or Volunteer Service Managers * Produce adhoc reports, as and when required, by the Spiritual Care and Volunteer Service Managers, or Volunteer Service Managers, and other key stakeholders   **Provide administrative and secretarial support to the Volunteer Service**   * Print, photocopy and distribute information as required – including large mailouts to volunteers * Set up and maintain distribution lists for volunteering correspondence/ information; and distribute documents to relevant groups as instructed * Co-ordinate meetings for the Volunteer Service Managers and support diary management for the Spiritual Care and Volunteer Service Manager * Provide administrative support to Volunteer Service events. This will involve designing publicity material, compiling a register of delegates, making practical arrangements for the event, and providing support on the day * Provide administrative support to relevant groups and committees. This will involve co-ordinating and arranging meetings, assisting with the preparation of the agenda and papers for the meeting, and taking and transcribing minutes   **Personal Development Responsibilities**   * To actively seek out learning opportunities appropriate to the post holder’s role. * To ensure that the post holder’s Personal Development Plan is up to date. * To maintain an up to date knowledge base of volunteering and administrative best practice.   The above duties are not exhaustive and the post holder will be expected to undertake tasks commensurate with the post to support the wider NMAHP Directorate to achieve its objectives. |
| **7a. EQUIPMENT AND MACHINERY** |
| The post holder should demonstrate a good working knowledge of general office equipment and presentation equipment; including a desktop computer system, laser jet printer, telephone, fax, photocopier, shredder, overhead projector, lap top, screen. |
| **7b. SYSTEMS** |
| The postholder will be required to work with information from a series of local, regional and national NHS information databases and dashboards e.g.:   * Windows applications: M365, Microsoft Teams and associated software and packages * Staffnet, PECOS * Any national or Local Staff or Volunteer Management tools, such as VIS, SSTS, eExpenses, ePayroll, eEES, eKSF, Learn Pro, Turas * Assist in creating, maintaining and modifying systems (both manual and electronic) within the department e.g. appropriate filing of electronic and paper records. |
| **8. DECISIONS AND JUDGEMENTS** |
| * The post holder will operate within departmental and organisational policies and procedures, and will work on their own initiative, taking advice from colleagues within the Volunteer Service if required. * Works within timescales as agreed with the Spiritual Care and Volunteer Service Manager, and Volunteer Service Managers. * Organises day-to-day work tasks * In organising their objectives the post holder will plan activities, which may require adjustment, due to deadlines, priorities and conflicting demands * The post holder must be able to anticipate problems, and develop solutions, on a regular basis. This can include identifying unforeseen problems with processes and ways of working * The post holder will assist in ensuring that deadlines are met. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will communicate using tact, diplomacy and professionalism at all times with prospective and recruited volunteers and colleagues within and outwith the Volunteer Service.  The post holder will communicate face to face, by Microsoft teams, by telephone and email with volunteers, colleagues within NHSGGC and from across NHS Scotland Boards, volunteering organisations, the third sector, members of the public and patients. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical:**   * Desk based work more or less continually, for most of the day * Advanced keyboard skills – for inputting and manipulating information and data * Frequent requirement to rotate between sites * Ability to safely lift heavy boxes as required * Occasional out of hours working to accommodate the availability of volunteers and other events as required.   **Mental:**   * Requirement for ongoing concentration to maintain information systems, process data or write reports; all of which require attention to detail and accuracy * Information regarding data collection and processes may be complicated * Frequent interruption to assigned tasks by volunteers and colleagues   **Emotional:**   * Planned activities may require adjustment, due to deadlines, priorities, conflicting demands or to respond to urgent queries * Potential exposure to distressing circumstances and contact with patients in responding to queries remotely and on site.   **Working conditions:**   * General office conditions * Ensures own safe use of equipment.  |  |  |  | | --- | --- | --- | |  |  |  | |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Managing time effectively, prioritising work to meet competing demands of the job whilst maintaining positive and welcoming relationships with volunteers * Assisting in ensuring that all pre-agreed timescales are met * Need for diplomacy and tact when dealing with others * Flexible approach to duties and responsibilities * Obtaining information and responses to meet imposed deadlines * Using initiative to deal with a range of queries * Supporting effective data capture systems, so that data is complete, accurate and up to date |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| |  |  |  | | --- | --- | --- | | **Criteria** | **Essential** | **Desirable** | | **Qualifications and Experience** |  |  | | Recognised qualification in administration equivalent to HNC in Secretarial Studies or Business Administration, Information Management or Information Technology, or SVQ in Administration at Level 3, or significant relevant equivalent practical experience | ✓ |  | | Competence in the use of range of computer packages evidenced by experience in use of standard software systems e.g. MS Outlook, Word, Excel and Powerpoint or formal qualification | ✓ |  | | Experience of and interest in working in a large complex system, ideally in health or volunteer fields |  | ✓ | | **Knowledge and Skills** |  |  | | High level of communication skills, including oral, written and interpersonal skills, with good command of the English language | ✓ |  | | Able to work autonomously and use own initiative effectively | ✓ |  | | Knowledge and skills in information processing and analysis | ✓ |  | | Advanced keyboard skills | ✓ |  | | Excellent organisational and time management skills | ✓ |  | |