

Age UK South Gloucestershire – Job Description (April 2017)

Title:	Volunteering and Publicity Support Officer
Responsible to:	Volunteering Manager
Liaison with:	Staff, volunteers, local authority representatives, other voluntary organisations, employers and community groups and Age UK.
Based at:	67 High Street, Thornbury, BS35 2AW Travel will also be necessary to work with volunteers and to attend meetings and events
Salary:	£19,238 plus up to 7% pension after satisfactory completion of probationary period
Working hours:	37.5 hours per week
Tenure:	Fixed term contract until March 2018, renewal subject to funding

Job Summary

- To work within the volunteering team to develop and provide comprehensive administrative support and to support the Volunteering Manager and volunteers within their roles.
 - To receive and respond to volunteering and volunteer service delivery enquiries.
 - To contribute to publicity opportunities including the website and social media presence
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Key Responsibilities:

- Support for the Volunteering Manager:
 - Administration and monitoring of volunteering activity
 - Providing day-to-day support for volunteers
 - Assisting with running social events, volunteer meetings and training sessions
 - Maintain efficient office procedures, recommending improvements where necessary
 - Dealing with safeguarding issues

- Support for services delivered by volunteers
 - dealing with incoming service enquiries, signposting internally and externally as necessary
 - Processing befriending enquiries, to include visiting potential clients and carrying out a matching process with an appropriate volunteer

- External representation, publicity & social media
 - Maintain up to date publicity materials including regular newsletters and website pages
 - Develop and support social media presence
 - Represent AgeUKSG externally through presentations to groups and attendance at meetings and events as required.

- DBS
 - Admin support for the online GBG application process
 - Identification citation at peak times of volunteer recruitment

- General
 - The role will involve occasional evening and weekend work, but this will usually be arranged with plenty of prior notice. Time off in lieu will be given.
 - Access training and attend seminars/conferences as necessary including Dementia Friends, Safeguarding Adults Alerter and Frist Aid training
 - Comply with all AgeUKSG policies and procedures and with relevant legislation
 - Carry out other duties which are consistent with the duties and responsibilities of the post

- AUKSG reserves the right to review, update and amend this job description to meet the changing demands of the charity.

Person Specification

Essential Criteria

- An understanding of the issues faced by older people and a commitment to the aims and objectives of AgeUKSG
- An understanding of the role of volunteering and the issues this can raise
- Proven administration skills
- Ability to organise and prioritise a challenging workload effectively
- Good presentation skills
- Good inter-personal communication skills
- A working knowledge of Microsoft Office applications, web based applications and databases.
- Experience of using social media in a professional setting
- Experience of publicising services in printed and electronic formats
- Ability to work effectively as part of a team and to use initiative and work independently when necessary
- Ability to establish and maintain effective working relationship with other agencies and funders
- Willingness and ability to develop new ways of working where required
- An understanding of and commitment to equality of opportunity
- Willingness to work occasional evenings and weekends
- The nature of this post will require regular travel throughout South Gloucestershire and occasionally further afield therefore access to and the use of a reliable car is essential

Desirable Criteria

- Experience of working with older people
- Experience of working with volunteers
- Experience of working with volunteer centres
- Experience of working with a befriending service
- Experience of updating websites using a CMS