

**Volunteer role: Administrator- Volunteer Programme**

**Service: Volunteer Programme**

**Supported by: Volunteer Programme Officer**

**Location: Home or Office based- Thornton Heath CR7**

**Days / hours: Flexible**

**Time commitment: Minimum of 3 hours a week**

**Training: Full training and ongoing support are provided.**

**Expenses:** **We will reimburse you for any out-of-pocket expenses.**

AgeUK Croydon is a local independent charity that delivers a range of services to support older people across the Borough of Croydon. We have over 85 volunteers who play a vital role in the delivery of our services.

As an Administrator for the volunteer programme, you will support the recruitment and onboarding of new volunteers. This is a wonderful opportunity to give back to your community and make a positive impact.

**What will I be doing?**

* Responding to volunteer enquiries and applications.
* Arranging volunteer interviews.
* Completing onboarding paperwork with new volunteers including DBS checks.
* Check-in with volunteer applicants and AUKC services during the onboarding process.
* Keeping spreadsheets and Charity Log up to date.
* Ensure mandatory training is completed by volunteers, and records reviewed regularly.
* Offering tech support to volunteers as and when needed.

**Personal qualities and experiences:**

* Excellent communication skills.
* Organised with good attention to detail.
* Approachable and friendly.
* Ability to handle confidential information.
* An understanding of volunteering.
* Good IT skills.

**In return, you will:**

* Have an induction and training
* Have regular catch-ups to support you in your role.
* Be re-imbursed for any out-of-pocket expenses.
* Join a friendly team and be supported in your role.
* Meet new people.

\*This role is subject to an enhanced DBS check and 2 references.