

Job title	Volunteer Co-ordinator
Accountable to:	Operations Manager
Location	Guildford
Salary	£ 23,000 - £25,500 (depending on experience, pro rata for part time)

Main purpose of the role

To assist the Volunteer Officer in the administration, recruitment, support and retention of our volunteer groups and to provide administrative support for our 7 Citizen Ambassadors.

TASKS

1. To support the Volunteer Officer in the implementation and delivery of the Healthwatch Surrey volunteer strategy.
2. To co-ordinate and carry out the administration required for liaising with our growing group of volunteers including; recruitment activity, processing expense claims, arranging DBS checks, checking references, event organisation, keeping in touch and ensuring two-way flow of information with staff team.
3. To assist our 7 Citizen Ambassadors (paid roles for 10 hours per month) with administrative tasks, including diary management, organising events, expense claims, timesheets, inputting experiences collected into the Healthwatch Surrey database.
4. To help establish and develop local teams of volunteers within 6 localities across Surrey.
5. To monitor and oversee the training requirements of the Volunteers and Citizen Ambassadors, arranging the necessary training when needed.
6. To be the main point of contact for volunteers and maintain an up to date and accurate volunteer database, including quarterly recording of volunteer hours
7. To work with the communications team to support the external promotion of the volunteering programme and activities.
8. To provide some general administrative assistant to the Healthwatch Surrey delivery team including arranging agendas, booking rooms and minute taking for the monthly team meetings.
9. To lead the work around the Surrey Heath CCG ensuring they receive updates on the data we have around providers and services in their area.

CONDITIONS

Carry out other such duties as may be required by the Chief Executive which are consistent with the duties and responsibilities of the post. The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.