

Role Profile	Volunteer & Fundraising Support Administrator
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Reporting To:	Director of Community Services
Responsible For:	Supporting the Volunteer and Fundraising activities of the Trust
Purpose of Role	To provide general support to the Director of Community Services relating to Volunteer recruitment and retention and the Trusts event and fundraising activities.
Hours of Work:	Monday – Friday 37.5 hours per week

Key Accountabilities and Responsibilities

- To answer and respond calls and emails, directing them as appropriate
- Maintain supporter databases and contact lists
- To oversee the volunteer recruitment and induction process
- Assist with the planning and preparation for specific events/projects
- Provide general support to visitors as and when necessary
- To carry out other reasonable tasks as requested in order to bring benefit to the Trust

Skills required

- Previous experience in an administration based role
- Good time management skills and the ability to multi-task and prioritise work
- Excellent written and verbal communication skills
- Proficiency in MS Office and social media
- Flexible and reliable
- Experience of working for a charity or in a fundraising role, whilst not essential may be advantageous.

Requirements for all staff:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Kenward Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of Kenward Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others
6. This post may require the post holder to travel between projects and external to the organisation in the course of fulfilment of their duties.
7. Kenward Trust has a strict no smoking policy applicable to all its buildings.
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to residents. This includes risk management and clinical audit. You will be expected to ensure that residents receive the information and support they require and are treated with dignity and respect.
9. All staff are required to participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment.
10. SAFEGUARDING CHILDREN – All employees, regardless of the work they do have a statutory duty to safeguard and promote the welfare of children. It is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Trust's Safeguarding Policy. You have a responsibility to support appropriate investigations either internally or externally.
11. SAFEGUARDING ADULTS – All employees, regardless of the work they do have a duty to safeguard and promote the welfare of vulnerable adults. It is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally.
12. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values.