**DIOCESAN BOARD OF FINANCE**

Job Description and Person Specification

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| **JOB TITLE** | Admin Co-ordinator (Volunteering)  |
| **LINE MANAGER** | Volunteer Adviser |
| **SALARY** | £29,213 (£14,607 per annum pro rata) |
| **HOURS** | 17.5 hours  |
| **DURATION** | This is a fixed term contract till end of April 2028 |
| **LOCATION**  | Diocesan Office, Hillside House, 1500 Parkway North, Stoke Gifford, Bristol, BS34 8YU |

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| **JOB SUMMARY** |
| To provide comprehensive and varied administrative support to both the Volunteer Adviser and parish volunteer officers, to enable the Diocese of Bristol to deliver support and services through the use of volunteers. |

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| **KEY RELATIONSHIPS**  |
| * Volunteer Adviser
* Volunteers in Parishes of the Diocese of Bristol
* Volunteer co-coordinators / volunteer recruiters in the Diocese
* Diocesan Support Services (HR, Finance, Safeguarding, Equity & Inclusion Teams etc.)
* External Volunteer services providers
* Bishops Offices and Secretaries
* Bishop’s Staff Members
* Directorate of Mission and Ministry
* Ministers (ordained and lay)
* External stakeholders
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**SAFEGUARDING**

The Diocese of Bristol is committed to safeguarding, safer recruiting practice and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment.

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| **MAIN RESPONSIBILITIES**  |
| **GENERAL ADMINISTRATION FOR THE VOLUNTEER TEAM*** Act as the primary point of contact for administrative queries, handling sensitive inquiries with discretion and empathy while determining the purpose of inquiry and directing it appropriately.
* Provide administrative and organisational support to the Volunteer Adviser.
* Liaise with colleagues to ensure timely ordering of necessary supplies and resources *(stationary, pens, flip charts, etc.).*
* Arrange hospitality for in-house and external events (booking rooms, catering, venue setup) and act as host for external events where required.
* Manage inboxes, ensuring timely responses.
* Maintain and update Volunteering pages on the Diocesan website.
* Administer the volunteer safer recruitment process in liaison with parish-based volunteer recruiters, and advise parishes who undertake this work on their own account
* Take minutes and notes during internal / external meetings and distribute them.
* Process invoices and handle expenses.
* Manage shared electronic calendars for team members.
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| **VOLUNTEER TEAM SUPPORT***The Volunteering Team currently includes the Volunteer Adviser. Their primary role is to support our churches to recruit and deliver services through volunteers and ensure volunteers have a positive and rewarding experience throughout.* Support the work of the Volunteer Adviser by offering general administrative support for projects and training programmes (e.g. Safeguarding for volunteers).* Assist with organising training events, meetings and conferences for the Volunteer Adviser including booking venues, organising catering, administering bookings, handling invoicing, liaising with trainers and attendees.
* Maintain a calendar of events both within and external to the Diocese to promote / improve the volunteer experience.
* Enable the delivery of Diocese wide group meetings by, sending invites & agendas, taking minutes and writing up and distributing minutes to participants.
* Arranging meetings with Volunteering stakeholders within and outside the Diocese.
* Support the Volunteer Adviser by helping to update and edit training materials and planning for training events.
* Prepare training materials (ordering training materials, handouts, room layout arrangements, sign-in sheets etc.)
* Support the acquisition, configuration, population and implementation of, a Diocese wide volunteer database, ensuring that it remains current.
* To assist with regular reporting (utilising Databases and spreadsheets as appropriate), including project highlight reports, with narrative to demonstrate activity and impact.
* Support those managing volunteers within the Diocese to use, understand and effectively utilise the volunteer systems in place.
* Assist in preparing publicity and information materials for the team.
* Send, receive, record and report on audits, surveys and questionnaires completed by volunteers, churches and staff within the Diocese, about volunteering.
* Help to produce wording for adverts and social media to promote parish-based volunteering.
* Monitor and review useful online resources by the CofE and volunteering specialist organisations
* Monitor, research and find external resources through internet searches
* Visit Parishes with the Volunteer Adviser or alone, if required
* Support and enable communication and visits to other Dioceses
* Manage the advertising of volunteer roles, including on social media, and community resources and external bodies such as volunteer bureaux, education establishments, corporate bodies,
* To identify opportunities to promote volunteering throughout the Diocese in consultation with the Volunteer Advisor and proactively bring these to fruition.
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| **AS A MEMBER OF THE VOLUNTEER TEAM WITHIN THE WIDER DIOCESE OF BRISTOL, YOU WILL BE REQUIRED TO;*** Participate fully in team meetings and discussions, contributing to planning and development.
* Collaborate with other Diocesan colleagues, supporting broader team goals and initiatives.
* Share in the organisation and coordination of cross-team events, communications and strategic planning.
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| **ADMIN CO-ORDINATOR (VOLUNTEERING) PERSON SPECIFICATION**To enable us to shortlist in a fair and unbiased way it is helpful if you provide us with sufficient information to demonstrate how your skills and experiences meet or exceed the criteria outlined in the vacancy description. |
| Attributes | Essential  | Desirable  |
| Experience  | * Considerable and proven experience in an administrative role (paid or unpaid).
* Experience of working in a busy office environment
* Experience of servicing meetings, including preparing agendas and taking minutes.
 | * Experience of organising training courses and booking meetings
* Passion for Volunteering
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| Education/ Qualifications  | * Educated to A Level or equivalent experience in related role.
 | * Knowledge or experience of working within church structures
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| Skills/ Ability  | * Excellent interpersonal and communication skills
* Good standard of written communication
* Excellent customer relations skills, including over the telephone
* Ability to exercise discretion in dealing with confidential or sensitive matters
* Ability to work effectively as part of a team
* Self-motivated and able to use initiative
* Ability to manage a varied workload
* Ability to work with minimal supervision and to prioritise own workload
* Ability to work under pressure and to deadlines
* Excellent organisational and time management skills and ability to multi-task
* Accuracy and attention to detail
* Ability to develop good working relationships with colleagues, clergy, lay ministers and volunteers
* IT skills over a variety of different systems and formats, including MS applications
* Confident database user
 | * Understanding of the parish system and the wider organisation of the Diocese
* Familiarity with preparing content for website pages
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| Personal  | * Able to demonstrate a friendly, confident and approachable manner
* Caring and sympathetic whilst remaining professional
* Tactful, patient and diplomatic
* Positive can-do attitude and good-humoured
* Supportive of the Christian objectives and ethos of the Diocese of Bristol
 | * Strong interpersonal skills, with the ability to engage positively and productively with a range of staff and stakeholders.
* Driven by a desire to make a positive change
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**Date:** 03/06/2025