



GOSPORT
Borough Council



At the Heart of
Our Community



Job Description

Position:	C-19 Assistant Volunteer Co-ordinator (part time)
Hours:	15 - 25 hours a week – over a minimum of 4 days
Contract:	3 months initially - potentially extended
Salary:	£12.14/hour
Accountable to:	C-19 Volunteer Co-ordinator
Location:	Working from home / GVA office - Martin Snape House

Main Purpose

To assist the C-19 Volunteer Co-ordinator in supporting, training and guiding a team of C-19 Support Volunteers in delivering practical support to vulnerable Gosport residents, ensuring correct procedures are followed, the database is maintained accurately and volunteers have the required funds and resources.

Main Responsibilities

1. Volunteer Co-ordination

Assisting the C-19 Volunteer Co-ordinator in managing a team of C-19 Support Volunteers, including:

- Communicating with volunteers via Slack, email, Zoom and phone
- Updating the Volunteer Handbook and other resources as required
- Working with, or covering in absence for, the C-19 Volunteer Co-ordinator:
 - Checking in and out with volunteers, ensuring they are safe, correct procedures are followed and any issues are dealt with appropriately
 - Organising volunteer schedules and allocating Service Users and tasks via the C-19 database
 - Ensuring volunteers keep accurate records of tasks and notes via the database and complete float reconciliations and mileage forms correctly
 - Resolving problems and escalating safeguarding or other issues as required

2. Volunteer Recruitment

Working with the C-19 Volunteer Co-ordinator and Administrator, to ensure a smooth and effective volunteer recruitment process, including:

- Assisting with selecting volunteers to recruit
- Undertaking volunteer interviewing via Zoom or phone
- Organising and running volunteer briefing and kit allocation sessions at GVA offices
- Communicating with the C-19 Volunteer Co-ordinator, GVA Reception Team and PM
- Providing support to new volunteers in working with the database and Slack
- Conducting exit discussions with volunteers as they leave the project

3. Database Maintenance

Supporting the accurate recording of information on the C-19 database, including:

- Reviewing and checking SU information and updating as required - this may include contacting SUs by telephone/email
- Updating tasks/notes and ensuring correct categories have been used
- Other maintenance as requested by the C-19 Project Team

4. Finance

Working with the C-19 Finance and Admin Assistant to manage the float and mileage process for C-19 Support Volunteers, including:

- Overseeing the checking and correcting of float reconciliations
- Updating the Payment Log in Google and requesting approval and payments
- Ensuring floats are balanced and returned when volunteers leave
- Overseeing reconciliation of Service User cheque, BACs and card payments
- Covering for the C-19 Finance and Admin Assistant as required

5. Other tasks

- Attending meetings and training, including via Zoom
- Carrying out other tasks relating to administration and finance for the C-19 project or GVA as and when required.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Person Specification

Experience & Skills	Essential	Desirable
Volunteer recruitment/Coordination	Experience and knowledge of the recruitment of volunteers and an understanding of their motivation	Volunteer interviewing experience Volunteer coordination experience
Communication	Excellent written and verbal communication skills. Good standard of English grammar, spelling and punctuation	
IT	Proficient with MS office programmes Excellent Excel/Google sheets skill	CLAIT or ECDL Experience with GSuite, including Google docs, forms and drive

Database Management	Competent with the use of a database	
Numeracy	Strong numerical skills Attention to detail, with an ability to spot numerical errors	Finance assistant/bookkeeping experience
Equality and diversity	An understanding of, and a commitment to, equal opportunities and diversity best practice.	
Personal Qualities	Essential	Desirable
Interest in and understanding of people	Able to deal kindly, sympathetically and patiently with people	
Commitment and enthusiasm	Well motivated and enthusiastic approach to work	
Initiative and time management	Able to organise work schedule and prioritise workload. Able to work unsupervised	
Teamwork and flexible attitude	Able to work as a team member and be adaptable to changing requirements	
Confidence	Able to provide cover in the role of Co-ordinator for short periods	
Confidentiality	Able to respect the need to maintain complete confidentiality as necessary	