



chance uk

<b>Job Title:</b>	Administrative Assistant
<b>Reporting to:</b>	Senior Programme Manager
<b>Salary:</b>	£12 per hour
<b>Hours:</b>	14 hours per week (part time)
<b>Duration:</b>	3-4 month, temp contract
<b>Proposed start date:</b>	June 2019

### **About the Role**

This role will provide support to Chance UK's Volunteer Recruitment and Communications Officer (VRCO) who is responsible for guaranteeing that our volunteers receive an outstanding end-to-end service. Your role will be to support the efficient operation of volunteer recruitment and engagement.

### **Key responsibilities will include:**

- Answering and directing phone calls
- Responding to volunteer enquiries received in the volunteer and admin inbox
- Ensuring all information relating to volunteer mentors is accurately recorded on Salesforce
- Ensuring that training materials are printed and set up for Programme Managers.
- Assisting in the mentor screening process; including chasing of DBS forms, identification documents and reference checks
- Maintaining electronic and paper files
- Collating and compiling volunteer recruitment data for the VRCO
- Assisting in the production of mentor newsletters, postcards and social media campaigns

### **Person Specification**

#### **Essential**

- Proven admin or assistant experience.
- Excellent organisational skills including the ability to work to tight deadlines.
- Excellent written and verbal communication skills.
- Demonstrated ability to manage multiple tasks effectively.
- Sound working knowledge of the Microsoft Office packages (specifically Word, Outlook and Excel).

#### Desirable

- Experience using Salesforce or other database.

### **Competencies:**

#### Essential

- Is solution focused and pre-empts problems by seeking guidance or taking action.
- Pursues tasks/goals with energy, drive and a need for completion.
- Enjoys working in a fast-paced environment.
- A self-motivated individual with the ability to work effectively under pressure and with minimal supervision.

The job description is a general outline of the job duties and responsibilities and may be amended as the role develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

**Next Steps: To apply for the above role, please send a CV and 1-2 page supporting statement to [recruitment@chanceuk.com](mailto:recruitment@chanceuk.com), including the job title in the email subject.**

**Closing date: Thursday May 30 2019**