



EXPERIENCED VOLUNTEER ADMINISTRATOR (ON SITE)

Role Description

Details:

- Location: Skanda Vale Hospice, Saron, Llandysul, SA44 5DY.
- Hours: 2 half days per month (about 8 hours in total) with flexibility on the part of the hospice to offer additional hours if wanted.
- Supported by: Administration Lead

Overview:

As an Experienced Volunteer Administrator at Skanda Vale Hospice, you'll play a key role in supporting our team with a variety of admin tasks. Your contribution, experience and eye for detail will help keep our vital background processes running smoothly, allowing us to focus on providing compassionate care to our patients and their loved ones.

What you'll be doing:

- **Data Entry:** Inputting and updating information in databases, spreadsheets, and other digital platforms.
- **Filing and Organization:** Maintaining orderly filing systems for documents, records and correspondence, ensuring compliance with confidentiality and data protection policies.
- **Correspondence:** Handling incoming and outgoing mail, emails, and phone calls, sending timely responses or forwarding them to the appropriate people.
- **Scheduling:** Assisting with scheduling appointments, meetings, interviews and training sessions, sending reminders as necessary.

<i>Author: Recruitment Lead/Admin Lead</i>	<i>Ref: 22-00-RD-INT</i>	<i>Status: Final</i>	<i>Revision: 1</i>
<i>Reviewer: Head of People</i>	<i>Associated Docs:</i>		

- **Document Preparation:** Helping with drafting, formatting and proofreading of documents, reports and presentations.
- **Supporting meetings:** Providing logistical support for meetings, including preparing agendas, minute-taking, and distributing materials.
- **Welcoming visitors:** Directing them to appropriate colleagues and providing basic information about the hospice.
- **Recruitment Assistance:** Posting job vacancies, scheduling interviews and corresponding with candidates.
- **Special Projects:** Assisting with special projects or events, which may include data collection, research, or planning.

Qualifications, skills and experience:

- Excellent communication skills, both written and verbal, with the ability to handle confidential information with discretion
- Strong organisational skills including accuracy, efficiency and attention to detail.
- IT confidence and willingness to learn the 'ins and outs' of our patient file management system.
- Proficiency in Google Workspace (Gmail collaborative inboxes, Drive, Docs and Sheets) would be ideal but Microsoft Office (Word, Excel) would be enough if you are happy to adapt.
- Confident use of formulae such as Vlookup and importrange would be appreciated.
- Previous experience in admin or HR is a plus but not essential.

Support and training:

You will be invited to an Induction Day and three half days of role-specific training before starting with us. Ongoing training & support is then provided to ensure volunteers feel confident and capable in their role and as part of the wider hospice team, you'll also have the chance to take part in wellbeing and development opportunities.

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