



Job Description – National Volunteer Project Assistant

Purpose of the post:

To support the coordination, development and delivery of Alzheimer Scotland's volunteer strategy. The National Volunteer Project assistant will work closely with the National Volunteer Coordinator to drive forward engagement with volunteers and Branch members. The Project assistant will also undertake all Human Resources Administration tasks in relation to volunteers.

Accountability and Support: The National Volunteer Co-ordinator Project Assistant is accountable to the National Volunteer Coordinator who will provide appropriate support and supervision

Main Duties and Responsibilities:

1. **To support the delivery of the Organisational strategy for Volunteers**
Assist the National Volunteer Coordinator to support best volunteer practice throughout the organisation and contribute to processes for evaluation and decision making in line with the organisation's strategy and policies for volunteers.
2. **Disclosure Scotland and Protecting Vulnerable Groups:** Process volunteer forms and deal with queries in the role of counter signatory for the organisation.
3. **Recruitment:** Process all volunteer recruitment paperwork.
4. **HR volunteer database:** To maintain a paper-free environment through ongoing scanning and storing of volunteer personnel documents on iTrent. Enter and update information in a consistent way to enable multi-functional retrieval and production of reports. Ensure the volunteer database is kept accurately and support managers and local administrators to use iTrent volunteer manager both via the telephone and face to face.
5. **Correspondence and reports:** Process human resources volunteer correspondence, reply to routine volunteer HR related queries, produce management information reports regarding volunteering as necessary.
6. **Website and Intranet:** Upload and maintain volunteer vacancies and policy documents
7. **Branches:** Assist the National Volunteer Coordinator to support existing branches and with the development of new branches and Alzheimer Scotland Dementia Friends Groups; support active branch engagement in local policy, awareness and fundraising work.
8. **Development:** To assist in the development of resources and good practice guides available on ALIS for staff who support volunteers, promoting good volunteer management and consistent practice across the organisation.



Assist the National Volunteer Coordinator and other staff with the development of new volunteering opportunities within Alzheimer Scotland.

Support managers to ensure volunteers are compliant with associated statutory standards, policies and procedures, for instance Health and Safety, Food Hygiene and Data Protection, as well as our Policies and Standards.

9. **Volunteer Survey & Events:** Support the facilitation, promotion and analysis of the volunteer survey and volunteer events.
10. **Enquiries:** Manage all volunteer related enquiries in the absence of the National Volunteer Coordinator
11. Any other reasonable duties requested within the capability of the job holder

Salary The post is graded at points 19-22

The post holder will be subject to standard criminal checks through Disclosure Scotland as a counter signatory.

This job description is open to review by the organisation at any time and was last revised in January 2018

National Volunteer Project assistant – Person Specification

This person specification should be read with the job description for the post of National Volunteer Project Assistant. Please note that competencies are not ranked in priority order.

The following criteria will be used in short-listing candidates and in appointing the successful applicant.

	Essential	Desirable
Skills, ability, knowledge		
Knowledge and understanding of databases and/or spreadsheets	√	
Knowledge of a personnel database	√	
High standards of accuracy and speed in data entry and retrieval	√	
Competent in use of advanced features of Microsoft Word and Office	√	
Knowledge of processing Disclosure Scotland forms		√
Ability to coordinate workload and coordinate resources to meet deadlines	√	
Personal qualities		
An understanding of the organisations aims and values	√	
Organised and a good time manager	√	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	√	
Ability to communicate effectively in writing and on the telephone	√	
A high degree of personal motivation and a willingness to undertake relevant training regarding volunteers, PVG and signatory best practice	√	
Keen eye to spot and act on potential improvements in data handling, processes, procedures and systems to improve efficiency and effectiveness of the team's work.		√

Customer focussed with a desire to achieve consistently high standards	√	
Willingness to travel and be flexible about hours of work as necessary (time off in lieu is provided)	√	
Experience		
2-3 years' experience in a busy administrative role	√	
Experience of working with volunteers		√
An understanding of volunteer recruitment and management	√	
Ability to work with staff members and volunteers at all levels	√	
Experience of the voluntary sector		√