



JVN Volunteering and Charities Team Administrator

Job Description

February 2020

Our Purpose

The purpose of the Jewish Volunteering Network is to promote, connect and support volunteers to enable charities across the Jewish and wider communities to do more.

JVN's Vision for Volunteering

Our vision is that every person regardless of age, gender, ability, personal circumstances, is empowered and encouraged to volunteer, thereby enhancing the charity sector and the local, Jewish and wider communities

JVN's Strategic Objectives

1. Promote volunteering in the Jewish and wider communities
2. Connect, support and deliver volunteers to wide range of volunteering opportunities
3. Support charities to work in the optimal way with volunteers, including trustees

The Role

You will have several areas of responsibility and will need to approach the work with a high degree of commitment and flexibility.

NB This role is one of two supporting roles to the JVN team and each person will need to support the other at key times.

Reporting to

Head of Volunteering and Charity Engagement

Hours

18 hours per week, Mondays to Thursdays (09.30–14.00). Potentially 20 hours from 2021. All JVN staff members will be expected to work outside their regular hours on occasions.

Holidays:

Based on 18 hours worked – pro rata of 28 days including bank holidays.

Jewish Festivals:

JVN is closed for Jewish festivals when they fall on working days (Rosh Hashanah, Yom Kippur, Pesach, Shavuot, Sukkot – first two days and Shemini Atzeret and Simchat Torah).

Location:

This role is based at the JVN offices in Bet Meir, Schaller House, Albert Road, London, NW4 2SJ. Travel around London may be required as part of the role.

JVN Volunteering and Charities Team Administrator Responsibilities

The aim of this role is to contribute to the efficient running of the Volunteers and Charities department and specifically to support the Volunteering and Charity Engagement team so they can focus on the relationships with volunteers and charities.

The list below is not exhaustive but gives a good indication of the work:

Main tasks

Administration

- Provide administrative support to the Volunteer and Charities team
- Be the initial port of call for dealing with enquiries for the Team– in person, phone and email (and for JVN when Office Administrator is not in)
- Pro-actively call volunteers and charities regarding membership, attendance and participation in JVN events.
- Diary management, meeting appointments and room bookings for Volunteer and Charities team
- Support the Volunteer Projects & Communications Coordinator with managing the info email box and Tawk messages
- Support the trustee recruitment service where relevant

Using Contact Management System (CMS)

- Compile targeted communications such as the bi-monthly volunteer opportunity email for London and Manchester (in conjunction with the Volunteer Projects & Communications Coordinator and Manchester Volunteer Coordinator)
- Regularly check entries from charities on the JVN website and amend where necessary
- Administer JVN's membership, including invoicing and chasing charities for payments
- Update CMS with new information, including connecting people to charities, putting charities in groups, mail groups
- Download data from CMS into spreadsheets and put into charts
- Help volunteers and charities navigate and upload opportunities on the website

Volunteering Events Administration

Work with Volunteers and Charities team member on:

- **Volunteers Week (June)**
 - Liaising with charities
 - Logistics – venues

- Liaise with Marketing Manager
- **Charity Central (September)**
 - Liaising with charities
 - Logistics – venue, catering
 - Liaise with Work Avenue
- **Annual Celebration of Volunteering Awards (December)**
 - Liaising with charities
 - Logistics – venue, catering
- **Other events where relevant**

Additional duties may occur such as:

- Administering JVN Kitemark
- Process DBS applications when necessary
- Support with surveys
- Prepare Powerpoint presentations for team

Person Specification

Skills & abilities

Essential:

- Efficient and effective organisation and administration skills
- Systematic and organised approach
- Excellent interpersonal and verbal communication skills
- First class telephone manner and strong customer service ethos
- Attention to detail and accuracy
- Reliability and consistency
- Flexibility in approach and occasionally in working hours
- Ability to work well as part of a closely-knit team
- Ability to work on several projects to deadlines in a busy environment
- Proficient IT skills (Word, Excel)
- Ability to use databases/Contact Management Systems (CMS)
- Ability to prepare Powerpoint presentations (or equivalent)
- Ability to write content for email communications
- Passion for and experience of volunteering

Desirable:

- Charity sector experience
- Knowledge of the Jewish community