



Job Title:	Befriending Team Administrator & Data Officer
Hours:	26 hours a week (full time = 35 hours a week)
Salary:	NJC spinal column points 4-11 (£18, 933 - £21,748) pro rata + 3% employer's contribution to auto-enrolment pension
Status:	Permanent
Accountable to:	Befriending Operational Lead
Other info:	Appointment is subject to an enhanced DBS check
Job purpose:	To support the smooth and effective running of Together Co's Befriending service by organising the delivery of: <ul style="list-style-type: none"><li>• Volunteer recruitment and support processes;</li><li>• Scheme member referral management processes;</li><li>• Data monitoring and production of reports for the Operational Lead and Head of Befriending;</li><li>• Routine communications with volunteers and scheme members</li></ul>

Main responsibilities:

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1. To provide timely, flexible and proactive administrative support to the Befriending team, including:
  - Acting as the first point of contact within the team to volunteers, scheme members, referrers and the general public via telephone and email;
  - Processing volunteer recruitment from initial enquiry to induction and organising volunteer training, as required;
  - Organising regular collection and collation of volunteer reports;
  - Administering the referral process for scheme members, liaising with external referral agencies and Together Co Befriending team;
  - Providing administrative support for activities organised by Befriending team colleagues; and
  - Working effectively with office volunteers who undertake administrative tasks to support the Befriending service.
2. Working with the Befriending Operational Lead, to organise the collection and collation of data required to monitor the service's activities and to provide timely reports, as necessary, to the Operational Lead and Head of Befriending.
3. To oversee delivery of the Befriending team's communications to volunteers and scheme members, including:
  - Scheduling and implementing all routine communications, such as the Befriending newsletter and sending invitations to training or events;
  - Working with Befriending team colleagues and the Communications Lead to support publicity campaigns, including basic design and layout of posters, leaflets and reports;
  - Working with Befriending team colleagues and the Communications Lead to support the on-going social media presence of the befriending service.
4. To undertake other tasks, as required, within the general remit and level of responsibility of the post that contribute to the smooth operation of the Befriending Team.



Person specification:

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*Essential competencies/experience*

- Organisation and decision-making – Uses flexible methods to plan and track work, appointments and commitments; prioritises tasks by importance and deadline, adjusting priorities as situations change: identifies what needs doing to complete a task, clarifies understanding as necessary, and pays attention to detail in carrying out actions;
- Use of IT - confident user of IT, notably MS Office applications, including Word and Excel; experience of using CRM database systems, Survey Monkey, Mailchimp confidently and effectively to support service delivery.
- Team working – Works cooperatively and productively with others, openly supporting team members to achieve service goals; shares information with colleagues to promote joint working, learning and the Befriending team's shared vision: treats others with respect and integrity; shows personal commitment to the team.
- Effective communication – Addresses issues in an open, constructive, professional manner: keeps people accurately informed and up to date with relevant information, whilst maintaining appropriate confidentiality; encourages others to express their point of view and is approachable at all times.
- Commitment to Together Co values – Helps and supports colleagues and volunteers in a caring way to contribute to overall service success; keeps promises and commitments made to others; confronts potentially unethical behaviour; and respects the talents and contributions of all individuals, making positive use of supervision and reporting clearly on achievements and work in order of find solutions to problems and assist in the delivery of the Befriending team's work.

*Desirable competencies/experience*

- Working with volunteers - Experience and understanding of working in the voluntary sector; experience of working with volunteers.
- Enthusiasm for the cause of the work of Together Co.