**ElmbridgeCAN Administrator/ Volunteers co-ordinator (Home based, 24 hours a week, hours flexible in accordance to personal preference and needs of the organisation)**

**Job description**

**Administrative coordination and support for the Steering Group**

* First point of contact for enquiries – phone (holder of E CAN phone line when working), email, Facebook.
* Organising meetings schedule (Trustee and Steering Group) and attending Steering Group meetings.
* Family record-keeping – ensuring accurate records are kept of supported families in accordance with data protection rules.
* Organisational record keeping – ensuring policies and procedures are up to date (in liaison with Secretary) and readily available.
* Co-ordination of ad-hoc administrative tasks in order to assist Steering Group members (eg. Organisation of events/ lift rotas/ research into purchasing decisions.)
* Deputise for the Director in particular when necessary for urgent organisational tasks
* Assist the Treasurer with ensuring that financial donations are accurately recorded and appropriately acknowledge

**Volunteers recruitment, support and supervision**

* Keep track of new volunteer applications and support the Director or Steering team as needed with interviews (via Zoom or in person, initially with Director), arranging references and DBS checks, keeping accurate records. Ensuring DBS checks and safeguarding training is up to date in liaison with safeguarding Trustee and Safeguarding officer.
* Organising induction of new volunteers and production of material in support of this.
* Organising regular volunteer get-togethers and training sessions. Arranging regular ‘check-ins’ with volunteers.
* Keeping records of volunteer hours and activities undertaken for reporting and communication purposes

**Support for communications**

Manage the internal Google Drive infrastructure, with direction from ST, to ensure documents are organised and folders have the appropriate share permissions.

* Access social media platforms such as facebook for when the Director can’t make posts themselves for some reason. Possibly to be handed over at a later stage.
* Manage the ECAN volunteer whatsapp group and become familiar with our mailshot software set up Mailchimp, so that it can be kept up to date with volunteer specific audience.
* Keep the events calendar up to date with external communications events, and in coordination with managing our internal meeting schedule
* Keep the stakeholder list up to date, including any arrangements we have with certain organisations eg. for discounted afterschool clubs or discount taxis and ensure the family support volunteers are informed accordingly
* Potentially in the future, once recruitment is stabilised and infrastructure settled, depending on workload, take on some or all of the temp comms manager responsibilities including newsletter development and delivery, and possibly website maintenance.

**Contribute to the direction and ethos of the organisation**

* Support for particular project work – for example contacting estate agents in order to search for rental property for resettled families

For the right candidate, there will be considerable opportunities to develop the role .

**Person specification**

**Essential**

* Demonstrable knowledge of, interest and commitment to the refugee support sector, and interest in developing the role
* Experience of volunteer work
* Organisational and administrative skills and experience
* Digital literacy in the following

(MUST HAVES)

* + Microsoft Word, Excel

(NICE TO HAVES)

* + Google Drive, Zoom, Googledocs, Googlesheets,Powerpoint, Mailchimp , Meeting scheduler eg. Calendl.y, Knowledge or intention to learn Webdesign software such as Weebly, Wix,
* Excellent interpersonal and communication skills
* Highly flexible approach to work
* Self-starter, ability to work proactively and independently with minimal supervision, consulting as necessary
* Appreciation of confidentiality and importance of professional boundaries.
* The personal qualities necessary to work with vulnerable people
* Ability to work at home
* Knowledge of safeguarding and risk assessment (an up to date DBS check will be a requirement of the role)
* Empathy with, and  possessing a cultural understanding of, people from different ethnic backgrounds, in particular from the Middle East

**Desirable**

* Fluency in language spoken by our client population (Arabic, Dari, Pashtu), in addition to English
* Work experience (voluntary or paid) supporting those from refugee and asylum seeking backgrounds.
* Experience of volunteer recruitment and support
* Experience and interest in communication support, for example website development
* Car driver

To apply, please email Melanie Palmer-Johnson at [**melanie@skillframe.co.uk**](mailto:melanie@skillframe.co.uk)