

Role Outline - Volunteer Administrator

Volunteer Role:	Volunteer Administrator
Charity:	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
Location:	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
Reports To:	Senior Management Team (SMT)/duty manager or nominated employee

1. Overall Purpose of the Role

To assist the senior management team with administrative duties ensuring confidentiality is maintained at all times

2. Principal Responsibilities

General Administrative Duties

To support the Senior Management Team (SMT) with a range of administration, this may include the following volunteer activities:

- To respond to enquiries (face-to-face, telephone and online) from the general public, supporters and volunteers on a range of issues
- To respond to routine correspondence (e.g. thank you letters to supporters and donors)
- To assist with the day-to-day administration and posting of items on both the Branch website and social media channels
- To maintain supporter and volunteer records
- To help with a range of financial transactions, including checking donations/collection boxes, issuing receipts/acknowledgment letters

Customer Care

- To support the SMT to address the needs of the general public, customers, supporters, staff and volunteers whether face-to-face, telephone or online in a timely and professional manner
- To liaise with colleagues in other departments (including the RSPCA inspectorate), Branch Trustees, staff and volunteers
- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the relevant member of the SMT/duty manager

Cleaning & Hygiene

- To thoroughly clean, disinfect and maintain allocated work areas when operating from Branch premises
- To follow all biosecurity procedures in place at the centre & follow guidance from the RSPCA's veterinary department

Financial Management

- To implement the agreed financial procedures to deal with the receipt and handling of all monies received

Maintenance

- To report any faulty or damaged equipment to the relevant member of the SMT/duty manager

Observation, Reporting and Record Keeping

- To assist the SMT with recording, filing, updating and retrieval of all administrative records
- To use a variety of software packages including MS Word, MS Excel, Google Docs and Google Sheets
- To maintain records, registers and statistics as required by management

Security

- To ensure that the allocated work area is clean, tidy and secure
- To ensure all monies are kept safe and accounted for
- To ensure that the Branch premises are secured when entering/leaving premises

Health & Safety

- To complete all relevant health & safety training, including online training modules

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the relevant member of the SMT/duty manager

General

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required

3. Role Context

- Work is assigned by the relevant member of the SMT/duty manager or nominated employee
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice
- Volunteers are supported by the relevant member of the SMT/duty manager or nominated employee

4. Training & Support

- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)

- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses, including RSPCA standard procedures training

5. Additional Information

- Volunteers may, on occasion, be asked to assist staff & volunteers with other activities at the Branch
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of February 2025. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role: Volunteer Administrator

Requirements	Essential	Desirable
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English NVQ Level 2 in Customer Service (or equivalent proven knowledge & experience)
<i>Experience</i>	Experience of working with the general public and/or in a customer care environment Proven experience of handling financial transactions including cash and card payments	Previous experience as a volunteer Previous experience in the charitable sector
<i>Special Skills & Knowledge</i>	Good oral and written communication skills. Good interpersonal skills including the ability to communicate at all levels Proven ability to work under direction but equally able to use their own initiative Proven ability to prioritise workload Basic IT skills (ideally with demonstrable experience in Google Docs/Sheets), use of email and social media	Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice Understanding of the need for confidentiality and ability to observe GDPR (data protection) requirements Basic knowledge of health and safety regulations
<i>Personality & Disposition</i>	Demonstrable willingness to learn and acquire new skills through training Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm A flexible and collaborative approach to colleagues both staff and volunteer Honest, trustworthy and reliable	Ability to remain calm under pressure
<i>Special Circumstances</i>	Sympathy for animal welfare and the work of the RSPCA Willingness to cover extra volunteer shifts when possible Ability to work on the volunteer rota including some weekends	Willingness to assist in the animal centre when necessary