Volunteer Role Description

Role:	People Team Administration Volunteer
Department or Team:	People Team
Location:	Avenue Road, Mildmay
Hours:	Various
Reporting into:	HR Systems and Quality Lead
Role purpose:	Our Vision is to make every day the best day possible for our patients, and those closest to them, living with life-limiting illnesses in South Devon. As a volunteer in our People Team, you will contribute to this by supporting us to deliver an excellent service and experience to our employees and volunteers so they in turn can provide excellent services to patients and families.

Our Values: Honesty & Integrity Generosity of Spirit Respect Team Player

Key roles and responsibilities:

1. Support the onboarding of new Volunteers across Rowcroft using our Applicant Tracking System.
2. Assist with the accurate scanning, electronic filing and organisation of People Team documentation.
3. Assist with archiving processes and projects, including digitising our paper records.
4. Prepare and respond to employee and Volunteer reference requests.
5. Assist with keeping the People Team notice boards up to date.
6. Assist with preparations for Training Events, including preparing delegate packs, and room set up.
7. Where appropriate, support with general administration within the Team including ad-hoc projects.

What you'll need:

To be able to carry out this role you will bring:

- A desire to be part of our small committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.
- A positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.
- Experience using Technology, including Microsoft Office, and willingness to learn new systems.
- The ability to manage confidential information appropriately.
- A commitment to the purpose, values and strategy of Rowcroft Hospice.

What you can expect from us:

- To be valued and respected, whoever you are and whatever your background.
- A clear explanation of what your role involves as well as information on standards and relevant training opportunities.
- An identified Line Manager responsible for providing guidance and support and keeping in regular contact.
- A full volunteer induction.
- Recognition of the skills and experience you can bring.
- Opportunities to expand your skills and experience in relation to your role.
- To receive appropriate resources and equipment to carry out your role.
- Recognition for your volunteering, so that you feel valued and appreciated.
- The opportunity to have your views heard.
- The right to decline or change your mind about an activity or change your mind about a voluntary activity, without pressure.

What we will expect from you:

- To reflect Rowcroft's values.
- To give the best of your skills and abilities to deliver your voluntary role as agreed.
- To take part in training and update sessions relevant to your role.
- To be accountable for your actions and accept constructive comments.
- To access support when needed.
- To act in line with our policies, practices, procedures and management decisions.
- To respect and maintain confidentiality.
- To give as much notice as possible if you cannot attend a planned session.
- To keep in contact with Rowcroft, letting us know if your circumstances change e.g. health conditions, contact details etc.