

## **Role description**

### **Role title: Humber and South Yorkshire Administration Volunteer**

#### **1. Purpose of the role**

Victim Support is maintaining a small amount of Community bases to provide space for Victim Care Advocates to work, and meet victims, and to administer our service.

As an Administration volunteer you will be managed by the Victim Referral Liaison Officer and will provide administrative support to our teams by carrying out specific administrative tasks.

#### **2. Main duties**

- General administrative tasks such as filing, photocopying and dealing with post
- Booking rooms, venues or meetings
- Preparing information and documents
- Devising and maintaining accurate and up-to-date records
- Collating statistics and producing small reports
- Organising staff and volunteer meetings
- Liaising with staff and external contacts
- Researching and developing contact databases
- Preparing letters and dealing with post
- Working on the Case Management System to provide administrative support with case recording
- Providing administrative support to staff dealing with Criminal Injuries Compensation Act (CICA) cases

#### **3. Travel requirements**

- There will be a requirement to travel to your designated office whilst volunteering in this role
- All agreed travel costs incurred whilst volunteering will be reimbursed in line with Victim Support volunteer expenses policy

#### **4. Requirements**

- To complete an enhanced DBS (Disclosure and Barring Scheme) check
- To undergo Non Police Personnel Vetting (NPPV) Level 2
- To commit to a minimum of three volunteering hours per week
- To specify preferred office locations
- To specify regular days and times of availability to volunteer
- To be available within office working hours of 9am to 5pm
- To complete the required e-learning modules and keep up to date with learning requirements
- To complete the required level of training, which will depend on your experience and skills
- To complete a minimum of a day's Humber & South Yorkshire specific training
- To participate in regular supervision sessions with your allocated Victim Referral Liaison Officer
- To attend volunteer meetings
- To follow Victim Support Policy and Procedure
- To have experience of using Microsoft Office, emails and other IT systems

## **5. Our commitment to you**

- We will give you a full induction
- We will provide training for you to carry out your role
- We will provide a minimum of day of specific Humber & South Yorkshire Training
- We will provide access to e-learning and other training opportunities
- We will provide regular support and supervision with a Victim Referral Liaison Officer
- We will discuss your personal development
- We will provide support to look at other volunteering opportunities within Victim Support
- We will reimburse reasonable and agreed costs incurred in carrying out the role
- We will provide you with access to a local office to carry out your volunteering role
- All volunteers have free access to the Employee Access Programme which provides free, confidential assistance with any work, personal or family issue

## **Person specification**

### **Role Title: Humber and South Yorkshire Administration Volunteer**

#### **1. Knowledge**

- An understanding of the values of Victim Support
- An understanding of the kind of issues affecting victims of crime
- Knowledge and understanding of Data Protection and Confidentiality
- Basic understanding of the principles of safeguarding

#### **2. Skills and abilities**

- Experience of using IT equipment
- Experience of using Microsoft Office or equivalent packages including email
- Ability to communicate effectively with others
- Good written and verbal communication skills
- A commitment to ensuring our service is accessible to all
- Friendly, reliable, approachable team player

#### **3. Experience**

- Experience of managing own time
- Experience of taking direction from others
- Experience of prioritising workload