

Job Description

Job Title	Team Assistant & Volunteer Coordinator
Responsible to	CEO
Responsible for	Volunteers
Based	Cambridge office and home
<p>Summary and purpose of role:</p> <p>A Team Assistant is often described as the glue that holds the office/team together, and the role at Dhiverse is no exception! You will support colleagues with volunteer recruitment and management, everyday administrative, creative, and organisational tasks and after training you will assist with some direct service delivery as needed. By taking on some of the workload, it frees others up to concentrate on the more project specific tasks. The job is vital to helping both colleagues and the organisation to be more efficient and effective.</p>	

The Team Assistant will play a key role in Dhiverse by providing support to their colleagues through a range of tasks and duties which include:

- Volunteer management and recruitment in collaboration with service leads
- Setting up and managing a new CRM database, and training staff in how to use it
- Assisting the CEO with recruitment and HR admin
- Managing email and telephone enquiries and post
- Managing and ordering stationery/resources/equipment
- Keeping the office and 1-1 room clean, tidy, and organized, and liaising with our landlord if issues arise
- Maintaining and updating our data protection and privacy processes
- Managing phone and IT issues with our suppliers
- Organising and preparing for meetings and events, including promotion of events, and taking notes at meetings
- Carrying out the admin and ID checks for DBS applications
- Assisting staff to make, develop and source resources
- Managing MailChimp or other email mailouts
- Assisting with social media posts and website updates
- Collecting data and information for reports
- Managing the booking system for both our RSE and our training provisions
- On completion of training delivering training and RSE sessions (there is an additional hourly rate attached to this work).

All DHIVERSE employees are required to:

1. To ensure that the children and young people and adult safeguarding policies and processes are adhered to at all times and to ensure that any identified issues are managed in line with these.
2. Ensure that their online calendar is always up to date.

3. Meet agreed deadlines.
4. Compile and submit reports and data as requested by line manager or CEO
5. Take all possible steps to ensure their own safety and the safety and confidentiality of other staff, service users, volunteers, visitors and other stakeholders
6. Take responsibility for the security of buildings and their contents
7. Attend meetings, conferences and undertake training and personal development as appropriate
8. To work occasional early mornings, evenings, and weekends
9. Participate in 1-1 meetings with their manager
10. Participate in Dhiverse events and campaigns
11. Take responsibility for all personal administration and be self-managing at all times
12. To ensure that all correspondence/information sent out is in the preferred format
13. Ensure that they communicate the aims of Dhiverse and their area of work and other Dhiverse services accurately and consistently
14. Work to the values and approach of Dhiverse at all times
15. Maintain professional boundaries at all times
16. Work as part of a team

Dhiverse is a small team, and staff are committed to the organization as a whole. Staff agree to help and support colleagues where necessary and contribute ideas that will take the charity forward.

Please note: This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by their line manager.

Person Specification

Essential

- Experience of volunteer or staff management
- Experience of working as team assistant, administrator, or another relevant role
- Experience of setting up and managing a CRM database or equivalent
- Experience of developing and setting up basic systems and processes
- Good written and verbal communication skills with the ability to communicate with people of all ages.
- Proficient in the use of Microsoft Office and the Internet
- Ability to work both as part of a team and independently
- Experience of lone working
- Experience of organizing and managing meetings and events
- A knowledge and understanding of the importance of professional boundaries, confidentiality, and safeguarding

- Ability to organize, manage and plan effectively, work under pressure, network and influence a wide range of partners
- Full driving license and access to own transport

Desirable

- An understanding of the importance of sexual health
- An understanding of the importance of relationships and sex education (RSE)
- A knowledge of human resources management
- Experience of management accounting
- Experience of working in line with GDPR and Information Governance

Please note:

- ✓ The post holder will need to be able to work some evenings and weekends
- ✓ The post holder will need to be able to travel both in and out of county
- ✓ The post holder will need an advanced DBS check
- ✓ Applicants who can show transferable skills for certain essential requirements of the Person Specification may be considered.