

JOB DESCRIPTION

JOB DETAILS

Post Title:	Camper & Volunteer Administrator
Hours Per Week:	15 hours per week across 3 days including one evening preferably Monday. i.e. (Monday, Tuesday and Thursday OR Monday, Wednesday, and Thursday)
Reports to:	Admin Hub Team Leader & Office Manager
Base:	Over The Wall Head Office, Havant, Hampshire
Main Purpose:	To provide administrative support for all camper, family and volunteer related processes and the general running of OTW.
Main Duties and Responsibilities:	<p>Use a database to process camper and volunteer applications and produce reports.</p> <p>Liaise with families and volunteers regarding applications and camp attendance.</p> <p>Make and answer telephone calls and email queries.</p> <p>Ensure all communications are carried out in accordance with the camper and volunteer recruitment timelines.</p> <p>Input data into a variety of systems and ensure they are kept up to date.</p> <p>Provide administrative support to the operations team including photocopying, printing, filing, and posting.</p> <p>Assist in volunteer interviews by taking notes and being the second person.</p> <p>Receive and process mail and deliveries.</p> <p>Monitor stock levels and order stationery and other resources as required.</p> <p>Help to oversee maintenance of the office facility, office and IT equipment, stationery, and general resources.</p> <p>Undertake other duties as deemed reasonable by the Admin and Office Manager and CEO.</p>

PERSON SPECIFICATION

Headings	Essential	Desirable	Means of Assessment
Physical requirements of the post	<ul style="list-style-type: none"> Office based One evening at home 		Application Interview Reference
Training & Qualifications	<ul style="list-style-type: none"> Good spoken and written English 		Application Interview Reference
Previous or relevant experience necessary	<ul style="list-style-type: none"> Previous experience in an administration role Good IT skills including the ability to use Excel and databases, and to learn unfamiliar packages quickly and effectively 	<ul style="list-style-type: none"> Customer service experience 	Application Interview Reference
Aptitudes and skills required	<ul style="list-style-type: none"> Excellent telephone manner Highly organised Excellent written and oral communication skills 		Application Interview Reference
Personal qualities/ temperament	<ul style="list-style-type: none"> Flexible Motivated Empathetic 		Application Interview Reference
Special requirements of the post	<ul style="list-style-type: none"> Able to work some weekends and evenings 		Application Interview Reference

Working Conditions:

One afternoon/evening per week will be worked from home. It is essential that the candidate has a separate and private working environment that allows calls to be made.