

APPLICATION PACK

Post: Administrative Officer



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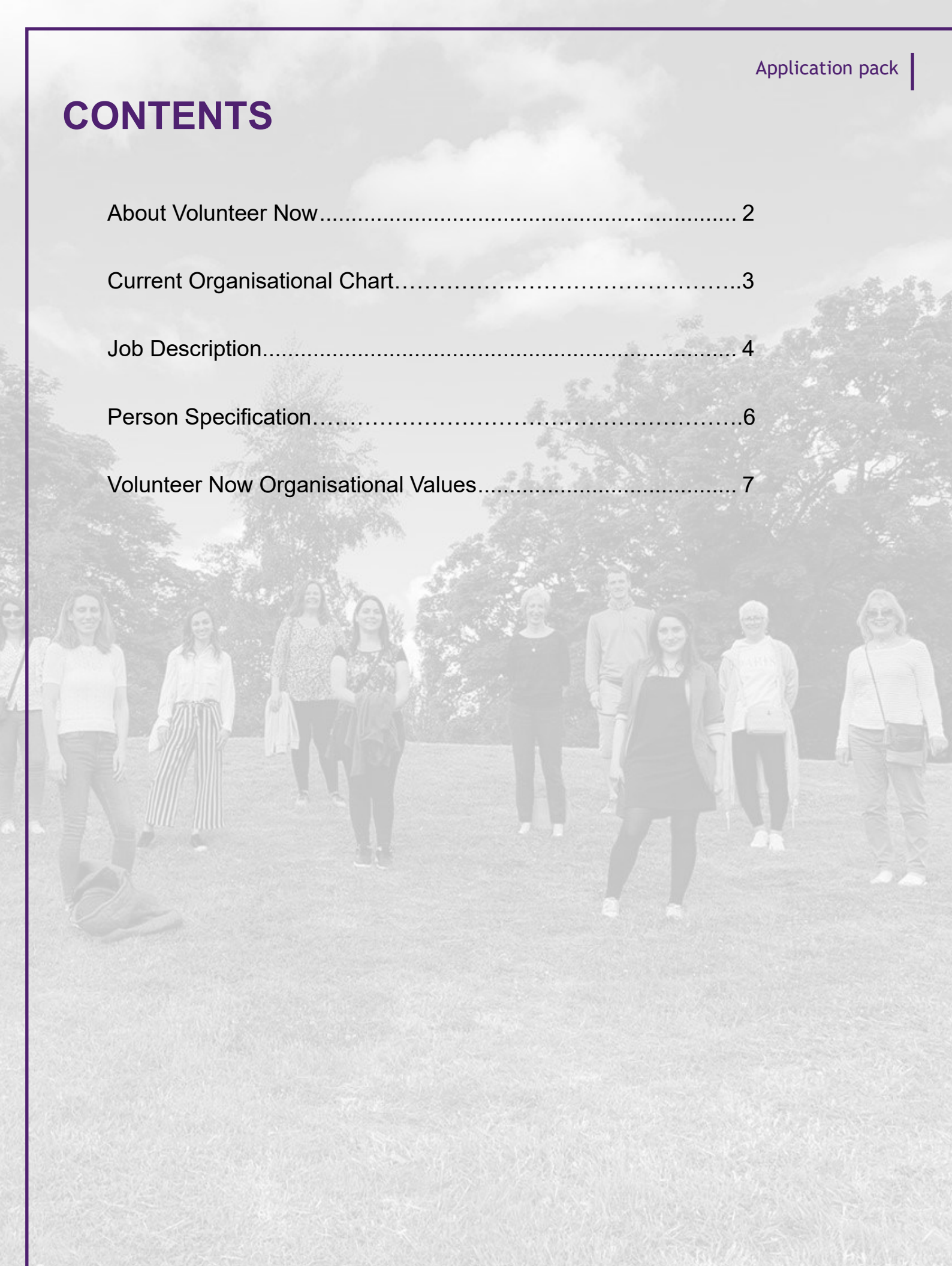
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ABOUT VOLUNTEER NOW

Volunteer Now promotes, develops and supports volunteering across Northern Ireland. Our work enhances recognition for volunteers, provides access to opportunities and encourages people to volunteer. We provide information and support to volunteer involving organisations on volunteer management, governance and on all areas of safeguarding children, young people and adults at risk.

Our **Community Engagement Team** provides support to all things volunteering. We work with individuals and organisations to promote and encourage volunteering. We support organisations to make sure that they are able to involve volunteers effectively.

<http://www.volunteernow.co.uk/volunteering>

Our **Community Projects Team** oversees a range of volunteer involving projects including befriending, driving and capacity building for older people's groups <https://www.volunteernow.co.uk/volunteering/volunteer-with-us/>

We have an **Events** team that recruits and manages the volunteers for major events in Northern Ireland. We are looking forward to recruiting and managing the volunteers at the forthcoming All Ireland Fleadh in 2026 and 2027.

<https://www.volunteernow.co.uk/volunteering/event-volunteering/>

The **Volunteer Now Safeguarding Team** provides support for organisations with both child and adult safeguarding and has worked across Ireland and the UK.

<https://www.volunteernow.co.uk/organisations/safeguarding/>

Volunteer Now Enterprises Ltd (VNE) is a social enterprise company which supports the work and activities of the charity, Volunteer Now. VNE offers training for volunteers and organisations, provides assessment against quality standards including Investing in Volunteers (IIV), consultation and research services, and all forms of bespoke support to volunteer involving organisations.

<https://www.volunteernow.co.uk/volunteer-now-enterprises-ltd/>



This is only a brief summary of the work of Volunteer Now so please visit our website for more www.volunteernow.co.uk or follow us on social media.



[Volunteer.Now](https://www.facebook.com/VolunteerNow)



[Volunteer.Now](https://www.instagram.com/VolunteerNow)

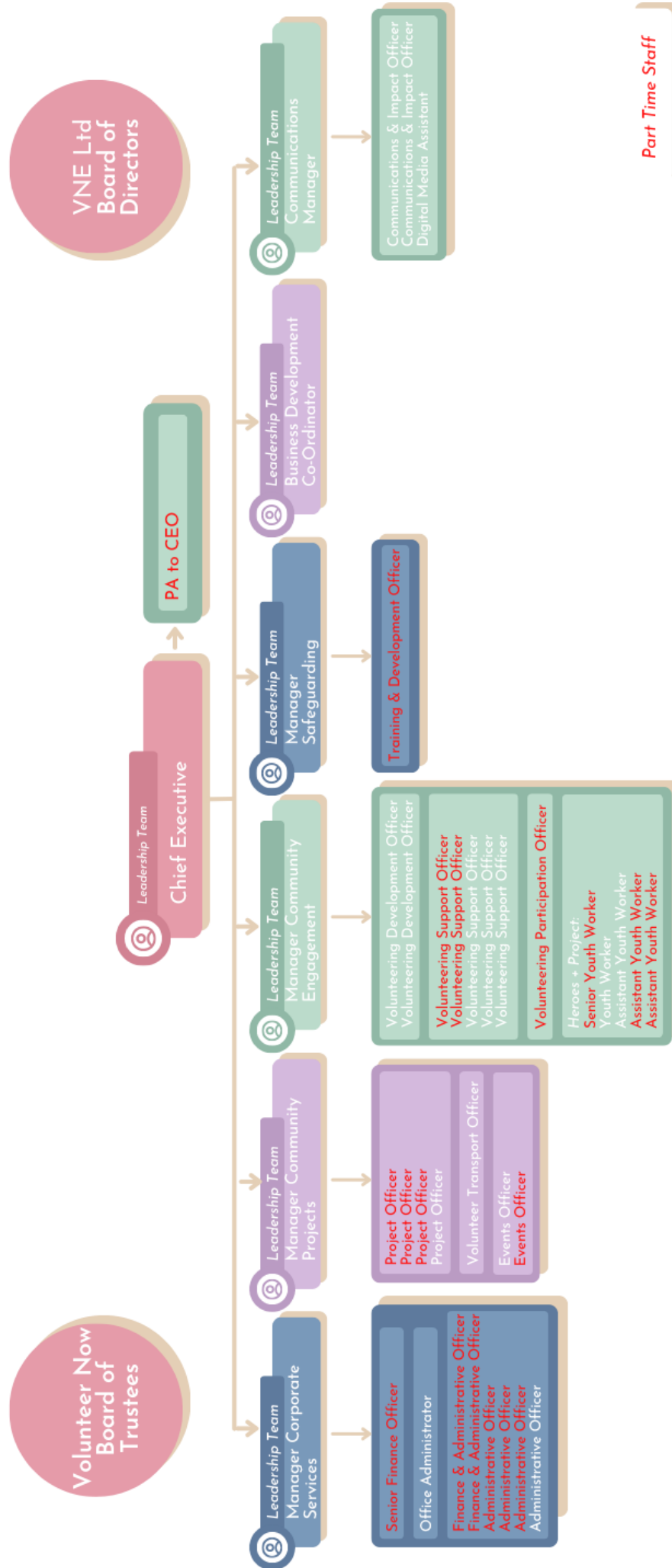


[VolunteerNow1](https://www.x.com/VolunteerNow1) & [VNEnterprise](https://www.x.com/VNEnterprise)



[VolunteerNow1](https://www.youtube.com/VolunteerNow1)

CURRENT ORGANISATIONAL CHART



Part Time Staff

JOB DESCRIPTION

Job Title: Administrative Officer
Responsible to: Management Accountant
Salary Range: £24,849 p.a. pro-rata

Summary of Main Responsibilities

To provide the delivery of effective administrative services to meet the needs of Volunteer Now.

Key Responsibilities

Training Administration

Administration of Volunteer Management training and Core Safeguarding training courses with duties including:

- liaise with managers on training schedules
- sending contracts and course attendance details to trainers
- sending quotes for tailored training to organisations
- sending certificates and slides (where applicable) to course participants
- creating & sending evaluations to the managers and trainers
- monitor attendance levels on courses in a timely manner
- sending 'Invoice to be issued' forms to finance (for tailored training and organisations wanting invoiced)
- adding courses to website so people can book and pay in advance of training (core training)

Reception

- Perform telephone/reception duties in an efficient, professional and courteous manner, including answering/transferring a high volume of calls.
- Administer incoming and outgoing post.
- Monitoring of 'info' mailbox.

Administrative

- Provide typing, desk top publishing and data input, as required.
- Provide assistance with arrangement of courses, events, conferences, etc.
- Support staff in planning, setting up and administering webinars using online platforms (e.g. Zoom and Teams).
- Deal with general queries and refer to appropriate staff, when necessary.
- Deal with information requests on a timely basis.
- Keep contact management system up to date for course attendance.
- Maintain content of websites in relation to area of work.
- Maintain computer file management, e.g. SharePoint.
- Provide scanning, photocopying, binding of documents/materials, etc.

Any Other Duties

- Ensure that Health and Safety standards are adhered to and maintained.
- Contribute to effective communication across the organisation.
- Undertake such other reasonable duties as may from time to time be required.

Contract of Employment: Permanent

Holidays: 22 days per annum. In addition, statutory/public holidays in accordance with Volunteer Now policy will also be granted. After one year this rises to 25 days and then a further 1 day per year to a maximum of 30 days.

Pension: A flexible retirement pension scheme is provided with Volunteer Now contributing 4.5% of gross salary per annum. You are eligible to join the scheme once probationary period is completed satisfactorily.

Hours of Employment: 20 hours per week. Reasonable hours outside this are required to fulfil the obligations associated with the post.

Travel & Subsistence: Current rates are available from the Corporate Services Manager.

Location: Skainos Centre, 239 Newtownards road, Belfast, BT4 1AF. Office-based role with occasional home working when business needs allow.

Flexibility: Volunteer Now offers hybrid working and flexible working and family friendly policies.

Career Development: Training & Development opportunities are provided.

PERSON SPECIFICATION

Applicants must have demonstrable evidence of the following qualifications, core competencies and additional requirements:

Essential

Additional Requirements (Essential)

- Ability to effectively operate a range of Microsoft packages and other computerised programmes/systems.
- Can work methodically and effectively plan and organise workload.
- Can contribute to the successful organisation/planning of events, conferences, training, etc.

Core Competencies

Candidates will be required to establish through the recruitment process that they meet the following core competencies:

- **Delivering Excellence** (Focus: quality outcomes, learning, continuous improvement)
- **Thinking Outside the Box** (Focus: innovation, resourcefulness, creativity)
- **Working Together** (Focus: connecting, collaborating, building relationships)
- **Getting Things Done** (Focus: decision making, planning and organising, working independently)

VOLUNTEER NOW ORGANISATIONAL VALUES

Organisational Values

