Job Description

Job title	Volunteering Administrator (interim December 2026 to February 2027)
Hours	21 hours a week – home working with occasional visits to services or HARP head office
Salary & scale	£14.62 per hour
Main purpose of the job	An interim role providing the administration behind HARP's volunteering programme: keeping volunteer records on Salesforce accurate, administering recruitment and onboarding checks, and maintaining rotas so that HARP's services, shops and fundraising have the volunteers they need. Volunteer management decisions, pastoral support and safeguarding concerns are escalated to the Head of Communications & Volunteering.
Reports to	Head of Communications & Volunteering
Responsible for	No line management responsibility
Location	Hybrid

Volunteer records and Salesforce

- Maintain accurate, up-to-date volunteer records on Salesforce, including contact details, health information, next of kin, DBS status, training completed and placements.
- Create and update Salesforce records for new applicants and volunteers, tracking each person through every stage of onboarding.
- Run regular Salesforce reports on volunteer numbers, hours, DBS status and training compliance for the Head of Communications & Volunteering.
- Carry out routine data quality checks, correcting duplicates, gaps and out-of-date records, and flag any system issues to HARP's Digital team.
- Contact volunteers by phone to confirm details and check-in on welfare where required.
- Handle volunteer data confidentially and in line with UK GDPR and HARP's data protection policies, taking particular care with health and DBS information.

Recruitment and onboarding administration

- Respond promptly to volunteer enquiries and applications by email and phone, acting as the first point of contact for administrative queries.
- Keep volunteer opportunities up to date on HARP's website and with local networks such as Southend Association of Voluntary Services (SAVS), using existing role descriptors.
- Administer the volunteer onboarding process, including DBS checks, reference gathering and completion of required documentation, chasing outstanding items so that HARP meets all regulatory requirements.
- Book volunteers onto taster sessions, inductions and training with HARP's L&D Team, and record attendance and completion.
- Keep volunteer role descriptors, forms and guidance filed and up to date, as agreed with the Head of Communications & Volunteering.
- Pull together weekly volunteer update with current opportunities.

Rotas and day-to-day coordination

- Maintain rotas for volunteers across HARP's services, accommodation, retail and fundraising activities, confirming shifts, communicating changes and flagging gaps in cover.
- Provide administrative support for volunteer involvement in fundraising events such as HARP24 and Harvest, including sign-up lists, rotas and briefing information.
- Liaise with Volunteer Champions and service managers on rota and administrative queries, passing anything that needs a decision to the Head of Communications & Volunteering.

Volunteer communication and recognition

- Send routine communications to volunteers, including shift reminders, updates and invitations.
- Provide administrative support for volunteer meetings, Volunteers' Week and recognition events, including bookings, invitations and attendance records.
- Track volunteer milestones, such as length of service, to support recognition.

Safeguarding and escalation

- Ensure all HARP, Southend City Council and national safeguarding procedures and best practice are adhered to at all times.
- Promptly pass on any safeguarding, wellbeing or conduct concern raised by or about a volunteer to the Head of Communications & Volunteering or the relevant safeguarding lead, and record it in line with HARP's procedures.
- Work within the boundaries of the role: this post does not provide pastoral support, deliver training or make decisions about volunteer placements or conduct.

Health & Safety

- Work in accordance with HARP's health and safety policies and procedures at all times.

- Follow local procedures around lone working, fire safety and risk at all sites.

General

- Carry out any other reasonable tasks as determined by your line manager.
- Work flexibly across HARP's sites as duties require, including occasional evenings and weekends.

Essential skills & experience:

- Experience of using Salesforce for record keeping, data entry and running reports.
- Experience of administrative work in a busy setting, managing processes with several steps and deadlines.
- A high level of accuracy and attention to detail.
- Strong IT skills, including Microsoft Office (Outlook, Word and Excel).
- An understanding of confidentiality and data protection when handling sensitive personal information.
- Clear, friendly written and verbal communication skills.
- Well organised, with the ability to prioritise and work on your own initiative.
- A clear sense of professional boundaries and of when to escalate, and a commitment to safeguarding and anti-discriminatory practice.

Desirable

- Experience of administering DBS checks, references or other safer recruitment processes.
- Experience of building Salesforce reports and dashboards.
- Experience of rota or scheduling administration.
- Experience of working with volunteers, or in a charity or HR administration role.
- An understanding of homelessness and the issues faced by the people HARP supports.