

# Job Pack

April 2024

## We are hiring a: Volunteers and Support Administrator

- **Application:** CV and covering letter to Ria Robinson at [joinourteam@colostomyuk.org](mailto:joinourteam@colostomyuk.org)
- **Closing date:** Midnight on the 6<sup>th</sup> May
- **Interviews:** 13<sup>th</sup> or 14<sup>th</sup> May at our office in Winnersh

## Terms and conditions

<b>Job Title:</b>	Volunteers and Support Administrator
<b>Duration of contract:</b>	Permanent
<b>Hours:</b>	35 hours per week, Monday to Friday
<b>Probation period:</b>	6 months
<b>Salary:</b>	£21,000 p.a.
<b>Location:</b>	100 Berkshire Place, Winnersh, Wokingham RG41 5RD
<b>Holiday:</b>	25 days' annual leave in addition to Bank Holidays, increasing to 30 days due to length of service
<b>Reporting to:</b>	Ria Robinson – Volunteers Manager

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## What we offer:

We have a range of benefits that we offer our employees, this includes:

- Private Health Care, including an employee assistance programme, remote GP, counselling, physiotherapy, medical diagnostics and treatment.
- Access to benefit platform for a wide range of discounts on everyday spends plus gym discounts.
- After two years of service, annual leave allowance increases by one day per year until you reach 30 days
- Season ticket loan
- 5% contribution to pension scheme
- An extra day holiday for your birthday and one day off a year to volunteer
- Training and development opportunities to support your learning and growth
- Fresh fruit in the office
- Free onsite parking

## About us

### OUR PURPOSE - WHY WE'RE HERE

We exist to make a positive difference for anyone impacted by any kind of stoma or stoma surgery.

### OUR WORK - WHAT WE DO

We became a registered national charity in 2006, but we've been here for people with stomas, their families, friends, carers and support networks since we were founded in 1967.

There are now over 200,000 people living with a stoma at any one time in the UK who benefit from the work that we do as we:

- Provide practical and emotional support and advice whenever it's needed.
- Run projects that empower and build the confidence to take on fresh challenges.
- Are a voice on the issues that matter, campaigning and advocating for ostomates' rights.

### OUR VISION - WHERE WE'RE GOING

We want to live in a world where having a stoma presents no obstacles or barriers and carries no stigma.

A world where people can:

- Get the right information and advice, at the right time, at the right stage of their stoma journey.
- Have access to the facilities and resources they need when and where they need them.
- Live their lives to the fullest without fear of discrimination or prejudice.

## Our Values

At Colostomy UK the way we behave matters to us deeply. In everything we do, we are guided by and strive to meet the following values:

### SUPPORT AND EMPOWER

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. For us, supporting and empowering people is also about finding new ways to do this, so we aren't complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

### KNOWLEDGE

We are stoma experts. This is no empty claim, but backed by the collective knowledge we have accumulated since we were founded in 1967. And, because we prize learning, we add to this knowledge every day. We know all about the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

## COMPASSION

We are compassionate and caring. We know what it's like to go through stoma surgery and what a struggle it can often be to get life back on track afterwards. We understand how even the small things can have a big effect on someone's wellbeing. We don't judge, instead we are patient, respectful and understanding listeners.

## INCLUSIVITY

The diseases, illnesses and injuries that make stoma surgery necessary don't discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages, even babies, have stomas and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

## TOGETHERNESS

Our strength comes from engaging with others. We've been doing this throughout our history. It's by working collaboratively with healthcare professionals, people with stomas, local government, businesses, and other organisations, that we fulfil our purpose. We believe that the way to achieve our vision is by sharing problems and solving them together.

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## The role

As the Volunteers and Support Administrator you will provide efficient administration to our support services and volunteer team. You will also undertake any admin duties involved with running the Colostomy UK office and support other members of the team. You will be answering and re-directing incoming calls on our stoma helpline. You won't be providing support to callers; however you will need to have an empathetic approach whilst explaining that you will arrange a support call back from one of our volunteers. You will action calls that come through on our admin line and manage our central email inbox, ensuring requests are actioned promptly. You will organise volunteer rotas, help with onboarding our volunteers and organise incoming and outgoing post. The postholder will take minutes at meetings, ensure the office is kept tidy and co-ordinate stock delivery for events and exhibitions.

The ideal candidate for this position is organized, efficient, and reliable, capable of managing multiple tasks concurrently. They will possess excellent customer care skills, demonstrating a professional and empathetic telephone manner. Attention to detail is vital, along with strong time management abilities. The successful post holder will have effective verbal and written communication skills, coupled with proficiency in Microsoft programs and accurate data entry. While prior administration experience is preferred, it is not mandatory.

You will be joining a collaborative and innovative team of individuals who put our beneficiaries first and are connected by a passion to make a real difference. Our small team is passionate, energetic and welcoming to everyone.

## Core role responsibilities

- To provide comprehensive administration to our support services and volunteer team, including the rest of the Colostomy UK team. To ensure the smooth running of office operations.
- Answering and re-directing incoming calls on our helpline and admin line, arranging support call backs from our team of volunteers with lived experience.
- Responding to voicemails promptly to signpost or forward on as necessary.
- Manage the hello@ inbox, ensuring that all requests are actioned in a timely manner.
- Organise the volunteer rota for our Stoma helpline and Facebook Support group. Transferring the telephone line to volunteers who may be manning the line.
- Support our office volunteers with their weekly admin tasks - ensuring tasks are ready for them and asking office team weekly if they have any jobs they need help with.
- Support with answering or signposting queries that come through on our website Live Chat.
- Administrating our Facebook closed support group, admitting members and flagging any issues that arise.
- Support our Volunteers Manager with the administration of onboarding, supporting, and training volunteers, including conducting DBS and reference checks.
- Maintaining the CRM system, ensuring it is kept up to date with all correspondence.
- Co-ordination of mini-mailers.
- Manage our incoming and outgoing post, inclusive of couriers and sending out literature orders.
- Co-ordinating the delivery of event stock for open days/ exhibitions.
- Process radar key, ID card applications and any online shop orders – if the Finance and Administration Coordinator is on leave.
- Ensure the office is kept clean and tidy, and maintain the printer and shredder. Reporting any faults to your line manager.
- Take minutes at meetings.

- Research cost efficient hotel and travel options for team members who are travelling around the UK.
- Represent the charity at occasional events and travel for other business purposes
- Other duties as required by the organisation.

## Job Environment

- This role is based in our office in Winnersh Triangle, RG41.
- Occasional out and about for meetings and events, which could include national travel.

The above serves as a guide and is not exhaustive; all of our team are hands on, and you too will be expected to undertake other duties. You will be working as part of a small, friendly team and may be asked to provide extra support in the office during busy periods.

## Skills, Experience and Person Specification

- Organised, efficient and reliable - with the ability to juggle multiple tasks simultaneously
- Excellent customer care skills, with a professional and empathetic telephone manner
- Strong interpersonal skills, with the ability to at build positive relationships
- Accuracy and attention to detail
- Proactive and able to use own initiative
- Good time management
- Good verbal and written communication
- Computer literate with good knowledge of all Microsoft programs and data entry skills
- A positive attitude and ability to work to deadlines, and prioritise effectively
- Previous experience within an administration role would be desirable, but not essential

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## To apply

Please send your CV and a one page covering letter to Ria Robinson, our Volunteers Manager, at [joinourteam@colostomyuk.org](mailto:joinourteam@colostomyuk.org) by midnight on **6<sup>th</sup> May 2024**.

In your cover letter, please tell us:

- About any relevant experience you may have



- What skills and qualities you will bring to the role
- Why you'd like to work for us
- Where you saw the job advertised

If you would like to discuss the role, you can call Ria Robinson (Volunteers Manager) on 0118 228 1369.

If you require any adjustments during the interview process, please let us know.

An enhanced DBS disclosure will be required for this post and all applicants must be eligible to work legally in the United Kingdom.

Colostomy UK is an Equal Opportunity Employer. Our policy is clear: there shall be no discrimination on the basis of age, disability, sex, race, religion or belief, gender reassignment, marriage/civil partnership, pregnancy/maternity, or sexual orientation.

We are an inclusive organisation and actively promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome all applications from a wide range of candidates. Selection for roles will be based on individual merit alone.