

GuildCare ♥	GUILD CARE JOB DESCRIPTION
Job Title	Administration & Events Assistant
Unit	People Team
Responsible To	Volunteer Manager
Responsible For	N/A
Salary	(Sp 10-15) £13.15-£13.91 depending on experience
Hours of Work	Hours a week

Job Requirements	
Essential	• Strong written and verbal communication skills. • Excellent time management, organisation, and planning abilities. • A collaborative team player with a proactive and flexible approach. • Experience using Microsoft Office applications, online systems and CRMs. • Ability to use Canva, Mailchimp, online recruitment sites or similar applications. • Confident in data entry and maintaining accurate records. • Ability to develop positive working relationships with internal and external stakeholders. • Committed to high standards of customer service and confidentiality. • Full UK driving license and access to a vehicle for business purposes. • Willingness to work occasional evenings or weekends to support events. • Ability to obtain and maintain a satisfactory Disclosure and Barring Service (DBS) check.
Desirable	• Experience in an administrative, HR, or recruitment role. • Previous work in the voluntary sector or with volunteers. • Understanding of the needs of individuals with learning disabilities.

Job Purpose

To support the coordination and administration of Guild Care's volunteering function, providing a central point of contact for all volunteer-related activities.

This role ensures efficient and compliant volunteer onboarding, clear communication with services and community partners, and active promotion of volunteering through events and outreach.

To ensure the Guild Cares volunteer policy, processes and procedures are followed.

Main Duties

Administration

- Act as the first point of contact for all volunteer enquiries, via phone and email. Direct enquiries to relevant team member.
- Maintain up-to-date and accurate volunteer records, including logs, CRM entries, and paperwork.
- Ensure all volunteers are onboarded in line with Guild Care's policies, safer recruitment practices and processes.
- Maintain and update volunteer files and documentation, ensuring they meet organisational and regulatory standards.
- Update and upload digital folders to support effective record-keeping.

Engagement & Communication

- Support regular volunteer communications, including newsletters and email updates.
- Promote volunteering opportunities across a range of platforms including Indeed, Guild Care's website, and social media.
- Respond promptly to enquiries from schools, colleges, universities, community groups and volunteering agencies.
- Act as the contact for work experience and Duke of Edinburgh placements.
- Support volunteer recognition initiatives and help organise internal volunteer events.

Reporting & Compliance

- Compile weekly and monthly data reports to monitor volunteering trends and support management decisions.
- Send and report on volunteer leaver surveys to help inform retention and engagement strategies.
- Ensure all volunteers are aware of and comply with relevant Guild Care policies.

Event Support

- Attend events, including some outside of normal working hours, to promote Guild Care and recruit volunteers.
- Assist in the coordination and logistics of volunteer involvement in Guild Care's fundraising and community events.

BELIEF Values

Guild Care has adopted the following BELIEF values which underpin everything we do. These values are important to us and are discussed as part of our performance management conversations.

BELIEF Values	
Brave	✓ Courageous ✓ Passionate ✓ Empowered

Engaging	✓ Straightforward ✓ Authentic ✓ Present
Loving	✓ Genuine ✓ Caring ✓ Interested
Integrity	✓ Respectful ✓ Accountable ✓ Trustworthy
Everyone matters	✓ Considerate ✓ Attentive ✓ Appreciative
Free to be me	✓ Playing to strengths ✓ Supportive ✓ Vulnerable

Health and Safety

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

- i) Take reasonable care of yourself and others at work
- ii) Co-operate with Guild Care to ensure the laws relating to health and safety are not broken.
- iii) Report any problems or concerns about health and safety to the manager in the area in which you are working.

Equal Opportunities

Guild Care is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Confidentiality

The post holder is required to observe strict and complete confidentiality regarding information obtained during the course of their duties.

Scope of Job Description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Signature	
Name	
Date	