

People Services Volunteer

Bicton Heath, Shrewsbury

Summary:

As a People Services Volunteer, you'll work closely with our Volunteer Manager to help support the 1,100+ volunteers who make such a valuable contribution to Severn Hospice. This role plays an important part in ensuring volunteers feel welcomed, supported, valued and engaged throughout their time with us.

This is primarily an office-based role, ideally suited to someone who is confident using computers and has a good working knowledge of Microsoft Office. You will also be supported to navigate our internal systems. While you will not be expected to work independently without guidance, you will become a key part of the team, helping to support an essential area of the hospice.

You'll help enhance the volunteer experience throughout their journey, from initial enquiry through to long-term involvement, making a real difference behind the scenes.

Purpose: To support the Volunteer Manager in the effective coordination and administration of volunteer services, ensuring a positive and efficient experience for all volunteers.

Hours: The Volunteer Office is open Monday to Friday between 8am – 4pm. A regular slot, either morning or afternoon, for a minimum of six months.

Restrictions: Applicants must be aged 18 or over

Typical activities include:

- Supporting the Volunteer Manager with database tasks, including inputting and updating information, and helping follow up on any missing details
- Assisting with volunteer recruitment administration, such as sending emails and helping respond to enquiries
- Helping with occasional mail-outs and providing support with volunteer events



Typical activities continued:

- Helping to monitor the volunteer inbox and supporting responses or passing queries to the appropriate team member
- Providing general administrative support to help the smooth running of our volunteer services