# Job Profile

Job Title: Volunteering Office Assistant

Directorate: People & Performance

Reports To: Volunteering Administration Team Leader

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 20/06/2025

## Overall Role Purpose

The Volunteering Office Assistant helps people with sight loss to live the life they choose by supporting new volunteers to progress through their application journey in a fast and efficient way to maximise the growth of the Guide Dogs Volunteering pool. The role will support the organisation in focusing on the onboarding requirements for volunteers such as legislative checks and ensure that the volunteering strategy aims are at the forefront of all activity. This role may also support with administrative elements of the volunteer care function also, to support an excellent volunteer experience.

## Key Responsibilities

* Provide an effective administration service related to the resourcing of volunteers to the business, following procedures and standards.
* Explain the recruitment process to prospective volunteers providing a courteous, friendly, responsive and professional service.
* Maintain an accurate and effective database of volunteer applications and activities.
* Comply with Data Protection in respect of all records held and processed, and all customer enquiries.
* Provide an efficient and effective administration service, in respect of all safeguarding processes, for all volunteers within the organisation.
* Ensure that disclosure checks (and re-checks) are processed efficiently and in accordance with the rules set by the disclosure body, e.g. DBS, Access NI, and Disclosure Scotland.
* Ensure that all other compliance checks are completed such as references and ID checks.
* Support the organisation with volunteer recruitment campaigns.
* Support with the provision of information to support current volunteers to secure opportunities in new or additional roles, retaining valued volunteers.
* Support with telephone and email enquiries, general information and complaints relating to volunteering at Guide Dogs, liaising with the local teams as required.
* Support the Diversity agenda in all communication and support specific activities to promote diversity within the volunteer community.

**Please note:** This role requires an in-office presence at our North West Regional Centre (Atherton) for a minimum of 2 days per week.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: 0

Number of Indirect Reports: 0

Number of Volunteers Supervised: 1-2

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* N/A

## Job-Related Experience

#### Essential

* Proven experience of providing an administrative/coordination service in respect of large numbers of internal and external customers.
* Telephone operation experience, specifically relating to members of the public and prospective volunteers.
* Demonstratable experience of operating complex administrative systems and processes.
* Proven experience of responding to enquiries and maintaining records in accordance with Data Protection legislation.
* Track record of managing queries and complaints to achieve a suitable outcome for both parties.
* Demonstratable experience of recruitment administration relating to volunteers or employees.
* Experience of volunteering and/or working with volunteers.

## Knowledge

#### Essential

* Demonstratable and up to date knowledge and understanding of Safeguarding and Safer Recruitment requirements.
* Demonstrable working knowledge of the Data Protection principles.
* Demonstratable understanding of diversity issues and the practical application in relation to communication with all stakeholders.
* Demonstratable and up to date knowledge of UK disclosure checking processes and bodies, including levels of checks and eligibility.

## Skills and Competencies

#### Essential

* Demonstratable intermediate level computer and Microsoft Office skills including databases, email systems, MS Word, MS Excel.
* Proven excellent customer service and interpersonal skills.
* Proven ability to work in an organised, accurate and responsive manner to meet the demands of multiple stakeholders (internal and external), including the ability to prioritise competing demands.
* Demonstratable adaptability and flexibility, including a willingness to learn new skills, systems and processes.
* Proven ability to take ownership or own workload, whilst working as part of a team to achieve department objectives.
* Self-motivated, positive and pro-active attitude.

#### Desirable

* Advanced MS Excel skills, including application of formulas, filtering and charts.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

**Safeguarding**

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Support Provider, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/Eekm-hoJMeVJm56OXhJwVdIBfYfn-ntTFX815dzK-eX_Rw?e=n5i3B5) to view the salary band.