



Organisation Name	#TeamHerts Volunteering (#THV)
Role title	#THV Admin Support Volunteer
Organisation	#TeamHerts Volunteering are a countywide service that promotes and celebrates volunteering in Hertfordshire. We help Hertfordshire residents to find their perfect volunteer role, as well as supporting organisations with their volunteer management.
Purpose	At #THV, we are passionate about championing volunteering in Hertfordshire. This role will be important in ensuring that volunteers needs are met and that #THV community/voluntary partners receive great support.
Main tasks	<ul style="list-style-type: none"> • Act as the friendly face of #THV by helping to answer general queries about volunteering across Hertfordshire • Complete research to find suitable opportunities for those enquiring about volunteering in their area. • Help to record interest in volunteering and support with monitoring where needed • Carry out catch up calls with organisations where volunteers have recently been placed, to record the impact volunteers are making within that organisation • Support the Digital Marketing & Events Officer where needed with a range of tasks • Assisting with updating website content • Any additional duties to support the #THV team
Skills, experience and qualities needed	<p>Required</p> <ul style="list-style-type: none"> • Good communication skills • Confident and polite phone manner • Excellent written English ability • Great organisational skills • Willingness to learn and develop • Willingness to ask questions • Microsoft Office experience • Basic understanding of how websites/social media • Interest in the charity sector and volunteering <p>Desirable – (training will be provided where needed)</p> <ul style="list-style-type: none"> • Understanding of website management • An eye for detail and design
When	This role would be great for someone who can offer at least either a morning or afternoon a week. There will be a three-week trial period. After this, it is preferred that a volunteer could support for a minimum of 6 months in order to build relationships and develop their learning.

Where	<p>This role is office based in Letchworth at the NHCVS office located at:</p> <p>North Herts Centre for Voluntary Service Unit 30 Campus Five, Third Avenue Letchworth Garden City, SG6 2JF</p>
Support offered	<p>All necessary training required for this role will be provided by #THV. Additional training can also be made available upon request.</p> <p>Expenses are paid at 45p per mile to cover the volunteers commute to the Letchworth office.</p> <p>Volunteers will be offered development opportunities and references. As a volunteer you will be supervised by a #THV member of staff.</p>
Benefits to the volunteer	<p>A volunteering role at #THV will provide:</p> <ul style="list-style-type: none"> • An inclusive and welcoming workplace environment • A team where you are valued and feel a sense of belonging • Training and transferable skills for future volunteering or employment • Up-to-date references • A sense of pride/ownership over a range of projects • Regular review meetings and support from the Project Manager
Other information	<p>For additional information about this role, please contact info@thvolunteering.org.uk or call 01462 689409</p>