### Administrative Assistant (Volunteering)

## Role description

* **Job Family:** Behaviour Change & Engagement (Level 2)
* **Salary:** E
* **Location:** Hybrid
* **Line manager:** Volunteering Senior Manager
* **Department / Team:** Strategy and Engagement/ Volunteering

### Role summary

The Administrative Assistant plays a key supportive role in volunteering and engagement projects, contributing to the data and systems management, volunteer journey process liaison, co-ordination and support, and evaluation of activities under minimal supervision.

This position requires strong administrative and communication skills to support online event logistics, maintain project documentation, and assist with volunteer engagement. The role holder ensures work delivered aligns with equality, diversity, and inclusion principles while gaining practical experience in volunteer engagement and data analysis.

### Key responsibilities

**Project Management:**

* Support the volunteering team, by providing administration and systems support along with distributing information, guidance and resources to colleagues, volunteers and external contacts as and when required.

Responsible for supporting the coordination of meetings, training sessions, administration of databases, and updating of online resources

To provide a support service for volunteer related queries and for colleagues using the volunteer database.

**Community Engagement / Collaborative Working:**

* Participate in volunteer engagement activities and meetings to help foster, promote and develop successful relationships with Sustrans-wide colleagues, volunteers and other community stakeholders.

**Leadership and Management:**

* Application of equality, diversity and inclusion principles.

**Communicating with and Influencing Partners:**

* Respond to routine queries/issues.

**Analysis, Reporting & Documentation:**

* Basic data analysis or reporting at the direction of senior colleagues.
* Maintain up to date volunteer information on internal systems, helping more senior team members to keep project records and impact data up to date.

**Technical Know-How:**

* Operate within established guidance and under close supervision.
* Developing understanding of the Assemble Volunteer Engagement platform and other supporting systems.

## Person specification

### Specific qualifications or experience required

* Numeracy and literacy to GCSE level or equivalent.
* 1 – 2 years’ work experience, which may include voluntary work.

### Specific/technical knowledge required

* Knowledge of GDPR principles.
* Competence in the use of Microsoft Office.

### Skills and abilities

* Experience in database management
* Experience of effectively working as part of a team.
* Excellent verbal and written communication skills.
* Proven problem solving skills.
* Time management skills - ability to plan and prioritise own work tasks to meet deadlines.

This document does not form part of the contract of employment but does outline our expectations. If we need to amend this document in the future we will consult with the post holder before doing so.

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