

# Job description

<b>Job Title:</b>	<b>National Volunteer Administrator</b>
<b>Location:</b>	Remote in the UK (homebased) with occasional travel for meetings
<b>Managed by:</b>	Volunteer Recruitment and Engagement Manager
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Salary:</b>	FTE: £23,850.00 per annum

## Job purpose

To provide accurate, timely and compliant administrative support across volunteer recruitment, project recruitment, training, safeguarding, governance and offboarding processes. The post ensures that systems are consistently applied, records are complete and up to date, and volunteers receive clear and professional communication throughout their journey.

## About you

You are someone who takes real pride in getting things right. You are organised, precise and reliable, with experience working at volume in a structured environment, and you understand that accurate records and well-followed processes are what make everything else possible.

You will have experience using CRM or database systems and be comfortable supporting processes such as safer recruitment, DBS administration and mandatory training compliance. You communicate clearly, handle sensitive information with discretion, and know when something needs escalating rather than resolving alone.

You are calm under pressure, self-managing and collaborative. You do not need constant direction, but you work best as part of a team that shares high standards. Most importantly, you care about the people behind the processes. Our volunteers are at the heart of what Cruse does, and we are looking for someone who brings the same warmth and professionalism to every interaction, however routine.

## Key responsibilities

### **Recruitment and Project Recruitment Administration**

National Volunteer Administrators provide operational support to recruitment and training activity overseen by National Volunteer Coordinators.

- Administer safer recruitment processes including references, DBS/AccessNI checks and renewals
- Booking new volunteers onto Bereavement Foundation, CYP, UYB and Helpline training
- Booking volunteers recruited through specific projects onto relevant pathways
- Booking existing volunteers onto Supervision, internal CYP courses and other mandatory pathways
- Issue and track Volunteer Agreements and Confidentiality Policies
- Update recruitment and project recruitment outcomes promptly and accurately
- Support interview administration, scheduling and documentation
- Maintain accurate records for unsuccessful, withdrawn and transferred applicants

### **Training and Quality Assurance Administration**

- Update CRM records following course allocations overseen by National Volunteer Coordinators
- Support administration relating to all training pathways
- Book and track Quality Assurance activity
- Record, monitor and report on training feedback
- Maintain accurate attendance, certification and QA records
- Maintain the national trainer register and annual compliance documentation

### **Communication and Volunteer Engagement**

- Monitor shared inboxes and respond within agreed service standard timelines
- Build effective working relationships with regional teams, project leads, service leads and volunteers
- Provide consistent and professional communication, escalating complex matters as and when required in an efficient and timely manner
- Supporting communication with volunteers regarding engagement initiatives, CPD opportunities and national updates
- Supporting administration of engagement events, webinars and forums, including attendance tracking and follow up communication

### **Safeguarding and Governance Administration**

- Track Safeguarding, EDI and GDPR training and refresher completion
- Oversee outstanding Safeguarding and EDI training and provide updates to regional and service contacts
- Administer volunteer transfer and leaver processes

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– with bereavement support, information and campaigning.

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- Support six monthly and annual volunteer review administration

### CRM and Data Quality

- Maintain accurate and up to date records across recruitment, project recruitment, training, safeguarding and volunteer status changes
- Proactively monitor and improve data quality, correcting inaccuracies and highlighting issues
- Support data cleansing activity and reporting to improve reliability of management information
- Ensure secure handling of sensitive information and GDPR compliance

# Person specification

The following outlines the qualities, skills, and experience we seek in the successful candidate. As you prepare your application, we encourage you to provide clear, well-evidenced examples demonstrating how you meet the criteria. This will allow us to assess your suitability for the role effectively.

Essential	Desirable
<b>Qualifications &amp; Experience</b>	
Experience in a high-volume administrative role within a structured environment	Experience working within the voluntary or charity sector
Experience using a CRM or database system to maintain accurate records and generate reports	Experience supporting training or event administration
Experience supporting compliance led processes, such as safeguarding or safer recruitment	
Experience of driving continuous improvement and streamlining processes	
Experience providing responsive customer or volunteer support	
<b>Keys Skills and Expertise</b>	
Understanding of the importance of data accuracy, confidentiality and GDPR	Basic understanding of safeguarding frameworks
Awareness of safer recruitment principles	Awareness of bereavement support services
Understanding of equality, diversity and inclusion in a volunteer or service setting	

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Strong organisational and time management skills	
Excellent attention to detail and data accuracy	
Clear written and verbal communication skills	
Ability to follow agreed processes consistently	
Confident use of Microsoft Office and digital systems	
Ability to manage routine tasks while maintaining quality and responsiveness	
<b>Key Competencies &amp; Attributes</b>	
Demonstrates compassion and professionalism when communicating	
Takes responsibility for accuracy and reliability of their work	
Demonstrates a deep understanding and dedication to equality, diversity, and inclusion within the workplace.	
Works collaboratively and constructively with others	
Self-motivation, autonomy & team player – Works independently while responding to evolving priorities with agility and will actively contribute to a cohesive and motivated workplace culture.	
Consistently demonstrates behaviours aligned with organisational values.	Working in the charity sector with a passion for the cause.