

Job Title: Volunteering and Project Assistant
Job Location: Royal Hospital for Children and Young People, Edinburgh at Little France
Reports to: Volunteering Development Officer

Purpose:

Enable the organisation to transform the experiences of children and young people; by supporting the various teams within the charity to deliver the strategic outcomes of ECHC, through the development and promotion of volunteers and volunteering opportunities and to assist with the Wellbeing and Resilience Programme.

Areas of Responsibility:

- To assist the Children's Wellbeing Service (CWS) to deliver the Wellbeing and Resilience programme; produce staff rotas, identifying and booking venues.
- Ensure the CWS have the project resources they need, including purchasing refreshments and materials.
- Support the CWS to identify and create appropriate volunteering opportunities and role descriptions for the Wellbeing and Resilience programme.
- Managing the Hub@echcharity.org and volunteering@echcharity.org inboxes and supporting the team with room bookings/ meetings preparation (eg agendas/ minutes)/ email management
- Answering all telephone enquiries
- Seeking quotes, liaising with suppliers, placing orders, in line with ECHC purchase order process
- Assisting with paperwork, filing, printing, copying, preparation of materials and packs for children and young people
- Support the recruitment, retention and training of volunteers to support the work of ECHC's CWS, The Hub and Hospital Shop; as well as the charity's offices and the activities of the fundraising team.
- Support the Volunteering Development Officer in the organisation of profile raising events to attract new volunteers.
- To assist in organising ongoing support and supervision to volunteers; identify any training needs and assist in setting up meetings and training opportunities.
- Promote and champion the role of volunteers so that they are respected and valued for their contribution.
- Support the organisation of effective recognition events and practices to celebrate volunteer achievements.
- Maintain effective electronic and paper-based office information systems, complying with ECHC policies and GDPR.
- Identify, develop and maintain relationships with ECHC's five identified groups of stakeholders, in particular engaging with ECHC staff, NHS staff, beneficiaries and volunteers.
- Any other duties appropriate to the role and in line with the needs of ECHC.

EDINBURGH CHILDREN'S HOSPITAL CHARITY
VOLUNTEERING AND PROJECT ASSISTANT, PERSON SPECIFICATION

REQUIREMENTS	ESSENTIALS	DESIRABLE
<u>Education & Qualifications</u>	Qualified to HND level or with equivalent professional experience	
<u>Experience & Knowledge</u>	<ul style="list-style-type: none"> ▪ Experienced in all aspects of high level administration including developing and maintaining systems and processes ▪ Skilled at using initiative to manage engagements and stakeholder relationships ▪ Evidence of delivering challenging work to tight deadlines and managing a range of tasks at the same time ▪ Experience of collating and preparing reports, submissions etc to management teams ▪ Ability to manage expectations to the mutual benefit of both charity and volunteers. ▪ Ability to develop relationships at all levels ▪ Skilled at using Microsoft packages and with a sound knowledge of IT 	<ul style="list-style-type: none"> ▪ Experience of working in a charity or community setting ▪ Experience of working with volunteers ▪ Experience in evaluating and monitoring projects ▪ Experience in managing small project budgets ▪ Knowledge of issues and barriers that children and young people face
<u>Additional</u>	<ul style="list-style-type: none"> ▪ An ability to be empathetic and sensitive to the needs of ECHC's beneficiaries ▪ Positive, persuasive, motivational individual with an obvious enthusiasm for the work of ECHC ▪ An effective and empathic communicator with patients, relatives, carers and staff ▪ A highly discreet individual able to be trusted to maintain confidences and appropriately handle sensitive material ▪ Willing to work flexibly including evenings and weekends as required ▪ Willing to undertake additional study or learning as required to fulfil this developing role ▪ Professional and convey the values of ECHC at all times 	<ul style="list-style-type: none"> ▪ A passion for the rights of children and young people, and the strategic aim and purpose of ECHC ▪ The ability to manage expectations of stakeholders to achieve the best result for both them and the organisation ▪ Full UK driving licence ▪ Access to a car