# **Recruitment and Onboarding Administrator**

Accountable to: National Volunteer Manager/ Volunteer Recruitment and Retention Officer

Location: Cardiff (with some flexible home working).

Regular travel throughout Wales when required.

Hours: 35 hours per week (full time)

Salary: £22,932

**Job Purpose:**

The Recruitment and Onboarding Administrator will be responsible for providing pro-active, people focused and essential administrative support to the Volunteer Recruitment team, ensuring a smooth and efficient onboarding process for volunteers.

The successful applicant will work within our Volunteer Experience Team, offering responsive, professional and accurate assistance to volunteer applicants, with the ability to resolve issues raised. This role involves coordinating recruitment checks, handling initial enquiries, maintaining accurate records, and supporting the wider People, Culture, and Experience (PCE) team.

**Key duties and responsibilities:**

**Volunteer Onboarding & Administration:**

* Coordinate and support the conduct of Volunteer Onboarding Discussions (VODs) across different counties, ensuring timely completion.
* Process successful VOD applications, supporting volunteers through the onboarding process.
* Schedule and manage DBS verification appointments, ensuring compliance with safer recruitment policies.
* Update and maintain the onboarding progress tracker, ensuring volunteers and teams are informed of progress and expected start dates.
* Administer references and DBS checks, for all new volunteers.
* Coordinate with County Training Managers to arrange necessary training for new volunteers.
* Generate and distribute ID cards for new volunteers.

**Data Management & Compliance**

* Maintain and update electronic personnel records with accurate information.
* Ensure data integrity through regular audits, reports, and data cleansing.
* Adhere to GDPR principles and promote compliance among staff and volunteers.
* Comply with the principles of safeguarding prompting and promote compliance among staff and volunteers.
* Generate reports on new volunteers to manage eLearning accounts and track progress.

**Communication & Support**

* Act as the first point of contact for volunteer recruitment queries via phone and email, responding or escalating as appropriate.
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* Liaise with internal teams and external stakeholders (e.g., IT support) to facilitate a smooth onboarding experience.
* Support volunteer engagement by managing registrations and interests.
* Assist the wider PCE and Volunteer Recruitment teams as needed.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance Cymru. It is expected that the post holder will be as positive and flexible as possible in this regard.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| Requirements: | Essential: | | Desirable: | | Method supporting assessment: | |
| Relevant GCSE/NVQ2/City and Guilds or equivalent qualification including Maths and English, or equivalent experience. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form | |
| Current Enhanced DBS Certificate | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form and verification of certificate | |
| Safeguarding Group B certificate (or achieve within 3 months) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form and verification of certificate | |
| Skills, knowledge and abilities | | | | | | |
| Experience in an administrative role, ideally within recruitment or the voluntary sector. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Familiarity with safer recruitment practices. | |  | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | | Application form / Interview |
| Experience working with volunteers or within a not-for-profit organisation. | |  | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | | Application form / Interview |
| Strong organisational skills with the ability to manage multiple tasks and deadlines. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| High attention to detail and accuracy in data entry and record-keeping. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Ability to manage own workload and use initiative | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Ability to work independently and as part of a team. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Excellent written and verbal communication skills. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Strong IT skills, including proficiency in Microsoft Office and database management. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Understanding of GDPR and data protection principles. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Knowledge of eLearning platforms and volunteer management systems. | |  | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | | Application form / Interview |
| Flexibility to work evening and/or weekends when absolutely necessary | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Commitment to St John Ambulance Cymru values. | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Key Attributes: | | | | | | |
| Respectful of confidentiality and discretion | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| A proactive and solution-focused approach | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Professional and approachable manner when dealing with volunteers and colleagues | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |
| Commitment to high standards of service delivery | | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | |  | | Application form / Interview |