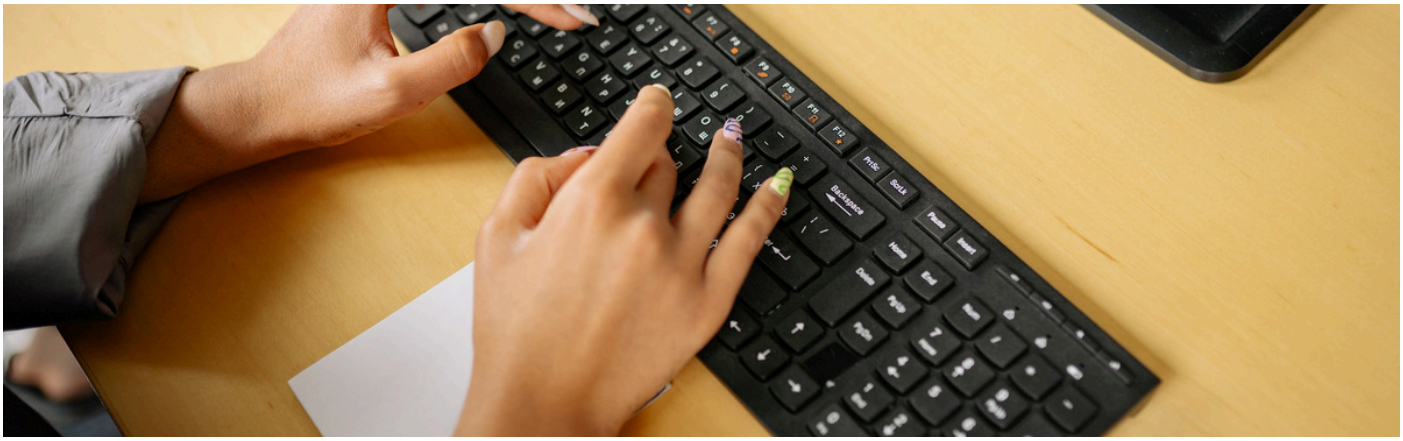
St Peter & St James Hospice

Volunteer Role Profile - Volunteer Administrator



Position	**Administrative Volunteer**
Department	**Facilities**

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them.

Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do, they define who we are, how we work, what we believe in and stand for

- **Compassion** – We show kindness, understanding and empathy in how we treat each other, delivering care that honours dignity
- **Collaboration** – We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships
- **Empowerment** – We foster a culture or autonomy, accountability and openness, enabling everyone to participate actively in decision-making

ROLE PURPOSE

A volunteer administrator would be a rewarding role, supporting the Hospice and it's teams in any administrative task to enhance the care and support that is provided at the Centre.

WHAT WILL I BE DOING?

- **Administration** - filing, photocopying, printing, scanning.
- **Data processing -** Data entry, updating and inputting date.
- **Microsoft Office:** Working with word and excel, other MS software beneficial
- **Liaising -** with a variety of internal departments.
- **Correspondence** - handling post, sending emails.
- **Any other task** - that is agreed between you and your supervisor.

WHAT DO I NEED?

- Good levels of IT literacy and MS suite knowledge.
- Strong communication skills.
- Experience of working with Google/Microsoft.
- Commitment and reliability.
- Interact well as part of a team.
- To demonstrate the hospice values.

WHAT ELSE DO I NEED TO KNOW?

- Data protection and confidentiality is essential
- You will have the use of a desk and Hospice laptop within the Hospice
- To be able to volunteer a regular shift
- Please note there is no available public transport to the hospice site

WHAT TRAINING MUST I DO?

- Mandatory e-learning training modules including: Safeguarding, Fire Awareness, Health and Safety, Infection Prevention, Information Governance
- Hospice Induction
- Face-to-face training when required

WHEN WILL I BE NEEDED?

A regular shift agreed at interview

WHERE WILL I BE VOLUNTEERING?

St Peter and St James Hospice North Common Road North Chailey Haywards Heath West Sussex BN8 4ED

WHO WILL BE MY SUPERVISOR?

Facilities Manager

"Providing the best possible care in the right place and at the right time to everyone who needs us"