



Job Description

Volunteering Support Administrator

Grade: 5

Directorate: Support Services

Location: WWT Slimbridge, with option for hybrid working.

Reporting to: Head of Volunteering

Main function of post: Working closely with the Volunteering team, colleagues and volunteers, you will ensure the central Volunteering team works effectively and efficiently by delivering and developing processes, manipulating data, producing reports, supporting colleagues and volunteers in the use of systems, and supporting the effective recruitment of volunteers.

Supervisory responsibilities: Supervising team volunteer activities

Responsibilities of the post

1. Maintain and update the central volunteer record management systems, and our recruitment system, working with colleagues to ensure that data is accurate, consistent and compliant with data protection law and statutory requirements.
2. Carry out the administrative tasks required to ensure the smooth running of the Volunteering team, focusing on data quality, excellent customer service, and supporting team members.
3. Ensure colleagues have access to appropriate data and information. Produce data reports as required, manipulating data, and presenting reports in a user friendly format.
4. Support the development of and maintain intranet pages regarding volunteering.
5. Support Volunteering Development Officers with administrative processes relating to volunteer recruitment, managing accounts and adverts placed on recruitment sites.
6. Monitoring recruitment data, and working with colleagues to make sure recruitment processes are completed

7. Provide a point of contact for the Volunteering team ensuring excellent internal and external customer service, managing volunteering, and system helpdesk inboxes.
8. Support the Head of Volunteering in ensuring we are compliant with data protection legislation and WWT policies, and to support the role out of guidance and standards to volunteer managers.
9. Allocate tasks to the Volunteering team's volunteers – whilst ensuring they are embedded in the team, receiving a positive volunteer experience to WWT's standards.
10. Manage and maintain the volunteering document library, ensuring all documents are kept up to date and catalogued accurately and effectively.
11. Work with colleagues to ensure good administrative processes are followed within Centres and HQ relating to volunteer management, including the development of new processes and materials.
12. Support the Volunteering and team with other administrative process as identified, such as meeting minutes, booking meetings.
13. Assist in driving a culture of self-learning, knowledge sharing and continuous development throughout the employee and volunteer life cycle.

Health and Safety:

16. To ensure the health, safety and wellbeing of everyone in your team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines.

Sustainability:

17. Incorporate sustainable ways of working within your role.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: March 2026

Person Specification

1. Qualifications

Desirable:

- Good general education to at least GCSE level or equivalent (including English Language and Maths)

2. Experience

Essential:

- Experience of working in depth with data management systems, including creating and running reports and ensuring data quality.
- Intermediate MS Excel skills.
- Previous experience of working in an administrative or support role, and working to deadlines.
- Experience of operating computer systems including MS Office applications (Word, Excel, Outlook, Teams and Powerpoint).
- Demonstrable office/administration skills including word processing, drafting correspondence and customer service skills.
- Demonstrable verbal and written communication skills.

Desirable:

- Experience of using Volunteer management systems.
- Experience of writing basic copy in line with brand and audience guidelines.
- Experience of taking responsibility for a discrete area of work.

3. Managerial & Supervisory

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	0
Casual Workers	0	0

4. Responsibility

Essential:

- Responsibility for planning own workload on a day to day basis and working on own initiative.
- Responsibility for ensuring training and development events are set up in a timely, professional and proficient manner.
- Responsibility for developing and maintaining positive relationships both internally and with external stakeholders and suppliers.
- Responsibility for understanding systems and data and how to support colleagues and volunteers to use them effectively and correctly.
- Responsibility for taking ownership of essential admin processes and ensuring they are done accurately and on time.
- Responsibility for providing good customer service via the management of inboxes.

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	0
Income	0
Project Size (normally managed)	N/A
Assets (required for job, exc. buildings)	£0
Visitors (number per annum)	N/A

5. Creative Ability

Essential:

- Ability to be flexible and prioritise own workload according to the needs of the team.
- Ability to exercise excellent organisational and time management skills, and a proactive approach to your work.
- Ability to work with and influence others, ensuring processes are followed but allowing for and supporting necessary local variances and needs.

6. Contact

Essential:

- Strong interpersonal and communication skills, and a commitment to excellent customer service
- Embraces team working and naturally works in an inclusive manner
- Must be confident in dealing with a wide range of contacts at all levels both within and external to the organisation

General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.

The nature of this post encompasses access to personal data and confidential documentation requiring a high degree of personal integrity and discretion at all times.