

Job Description – Administration, Communications & Volunteer Coordinator

Job title:	Administration, Communications & Volunteer Coordinator
Reporting to:	tbc
Staff reporting:	Volunteers
Salary:	£14,625 & pension
Based:	Leeds, West Yorkshire

Main Purpose of the Job

An exciting opportunity has arisen to join the Simon on the Streets team and be instrumental in the continued growth and success of the charity. The ACVC role is both demanding and rewarding and presents a huge opportunity for the right person to be part of this amazing team. Working closely with the General Manager & Development Manager to deliver year on year growth and sustainability. Our teams are passionate about our ethos and are proud of the work we deliver.

This is a crucial role within the organisation as you would be the first point of contact for our supporters and volunteers, strong communication skills (both verbal and written) are important as you will be expected to deliver a wide variety of tasks. The three key areas are broken down below although with any small organisation you are often required to react to needs and be flexible. There is significant scope for the right person to develop within this role and within the charity.

About the Role

The ideal candidate will have experience of the following:

Administration

- Responding to internal and external email and telephone communication and being the professional first point of call for the organisation.
- Managing statistics record and communication these to the GM and Trustees.
- Controlling invoicing and ordering as well as filing and mail received ensuring these are sign posted to the right person.
- Managing the fundraising, community and events diary and google calendar and communicate these to supporters and Trustees.
- Database management, ensuring record are updates, researching and developing community and corporate databases in line with organisations strategies for marketing and fundraising
- Utilising salesforce and Mailchimp to ensure all lists are up to date and compliant in line with data protection.
- Thanking people for donations and sending Thank You cards.
- Sending out event invitations and weekly updates on invitation status.

Communication

- Devising and delivering multi platform social media campaigns including LinkedIn, twitter, Facebook and others including demonstrating an increase in reach and interactions.
- Updating web site with video content, video diaries, blog, newsletters, case study, memes and develop content in line with the campaigns and fundraising events.
- Supporting fundraising and JustGiving tasks and finance administration. Updating Gift Aid, Just Giving record keeping and invoice breakdown, donor and event page records, manage online relationships with fundraising.

- Collecting Service User feedback and case studies for the database.

Volunteer Coordinator

- Activate the volunteer network to work alongside ACVC on appropriate tasks and to support at events.
- Develop Advocacy strategy including working with Trustees to design and deliver Advocacy training to involve advocates and ensure the SotS message is told in line with our ethics and values.
- Establish links with community organisations and foundations to sign post supporters, offers of CSR and other opportunities to forge links and develop partnerships.