St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer – Learning and Development Administrator
Department	Hospice Education
Location	L&D – Myland Hall
Reporting To	Executive Assistant – Hospice Education

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental and physical health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

We are seeking an enthusiastic and committed volunteer to provide general administrative support to the Practice Educator and the wider Hospice Education Team, as required. The role will initially involve a commitment of five hours per week, spread across two days.

Main duties of this role may include any of the following:

- Coordinate the booking of internal meeting rooms for training courses
- Create QR codes for training courses using the approved Microsoft Forms template
- Prepare attendee registers for training courses
- Review and distribute course evaluations relating to education, training and delivery
- Respond promptly and professionally to internal and external enquiries received through the shared Hospice Education inbox
- Obtain the required approval signatures for staff training applications
- Update the master training spreadsheet following course completion
- Prepare course attendance certificates, email them to attendees with any relevant presentation materials, and save copies in the shared Teams channel
- Upload course certificates and training details to staff Blue Stream records
- Undertake ad hoc administrative tasks as requested by the Practice Educator
- Provide administrative support to other members of the Hospice Education Team as required

Training & supervision

- A dedicated line manager will be allocated to provide full training and supervision
- An overview of St Helena and the Hospice Education Team will be provided

Experience & qualifications required

- Proficiency in Microsoft Outlook, including email and calendar management, and the use of Microsoft Teams channels
- Basic proficiency in Microsoft Excel
- Relevant administrative experience, including proficiency in the use of electronic databases and other computer-based systems

Personal attributes

- Passionate about St Helena
- Attention to detail
- Good communication skills
- Reliable and trustworthy
- Team player with a friendly outlook