



Volunteer admin support

Location: Honeycomb Group Office – Stoke-on-Trent

Supported by: Volunteer Officer

Supporting: Volunteering

Time commitment: 2 - 4 hours per week – office hours (ideally Monday).

Background

The Honeycomb Group is a team of socially minded brands championing happy homes in our region by providing services and support that help people across Staffordshire feel secure, connected and confident.

Volunteers are the very heart of many of our services and it's thanks to all our volunteers who give their time so willingly that help us make a difference.

How you can help:

As a Volunteer providing admin support, you will help the volunteering team to work efficiently so we can focus on delivering a positive impact to our customers.

What you'll be doing

- Keeping volunteer records organised and up to date (contacts, shifts, availability)
- Helping with scheduling and sending out reminders
- Handling general admin (emails, forms, light data entry)
- Assisting with recruitment processes, such as answering enquiries from potential volunteers
- Helping to welcome and guide new volunteers to help them feel at home
- Attend volunteer steering group to contribute and collate meeting minutes
- Supporting the distribution and collation of volunteer satisfaction surveys
- Help collate updates, shout-outs and event reminders for the volunteer newsletter
- Support volunteer social events
- Helping at occasional events, working groups and fundraising events
- Being a friendly point of contact for volunteer questions

We'd love it if you

- Are organised and reliable, with good time-management skills
- Are comfortable using email, basic spreadsheets and digital tools

- Enjoy chatting with people
- Have good written and verbal communication skills when interacting with staff and volunteers
- Good attention to accuracy and detail
- The ability to work collaboratively with others
- Maintain confidentiality of sensitive information

Training and support provided

- Induction and role-specific training (e.g. safeguarding, confidentiality).
- Ongoing support and supervision from the Volunteer Officer
- Access to resources and development opportunities to enhance skills

Benefits of the role

- Be part of a supportive and friendly organisation and team whose mission is to create happy homes and ensure everyone has access to one
- Meet new people, make new friends and gain new perspectives
- Develop new skills
- Gain valuable volunteering experience for personal or professional development
- Access to ongoing training and development opportunities
- Payment of travel expenses

Feel inspired?

You don't need loads of experience, just a friendly approach, confidence with basic admin tasks, and enthusiasm to support others. If this sounds like your kind of role, we'd love to chat with you.

Please contact our Volunteer Officer, Claire Roberts at claire.roberts@honeycombgroup.org.uk or on 07717 658867

All applicants will be required to complete a "getting to know you form" and will be invited for an informal chat with our volunteer team.