

## JOB DESCRIPTION

<b>Job Title</b>	Volunteer Programme Assistant
<b>Department:</b>	Services
<b>Service:</b>	Volunteer service
<b>Reporting to</b>	Volunteer Manager - Royal Free
<b>Working style</b>	On-site presence required
<b>Hours of Work</b>	Full-time - 37.5 hours per week not including breaks
<b>Contract type</b>	Apprenticeship
<b>Date</b>	November 2023

### The Royal Free Charity

#### Our vision

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 10,000 staff of the RFL and their 1.6 million patients across Barnet, Chase Farm and Royal Free hospitals and more than 30 NHS services.

#### What we do

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients' experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally or come from further away to access the trust's specialist services. Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation-wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients. We fund ground-breaking research with the potential to change people's lives, whether it's through our small grants programme or delivering major capital funding appeals.

#### Our approach

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on co-production.



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The Royal Free Charity (the Charity) invests in:

- Enhanced support for patients
- Vital support for our staff
- Ground-breaking research and innovation
- Cutting-edge medical equipment

**The generosity of our donors, fundraisers and volunteers enables us to do this.**

The Charity, which employs about 80 people, is working towards becoming an employer of choice.

**Services Department:** The aim of the Services Department is to directly support the staff and patients of the Royal Free London Trust through providing direct services which enhance their experience. The department is responsible for providing complementary therapy for staff and patients, the support hub information and support centre, and a volunteering team supporting 450 active volunteers.

#### **Volunteer Team:**

- The volunteer team is responsible for managing and coordinating volunteering roles across the 3 main hospital sites and satellite sites for the Royal Free London Trust.
- The volunteer team work closely with Trust staff to ensure patients have the best possible experience whilst they are in the hospital, they also support the volunteers with anything they may need to carry out their roles and make a significant contribution to the operational and strategic aims of the charity and trust.

#### **Job purpose**

##### **Volunteer Programme Assistant**

The purpose of the role is to support the Volunteer Manager – Royal Free with the smooth running of the volunteer service at the Royal Free Hospital site.

#### **The objectives of the post are:**

- To support the day-to-day smooth running of the volunteer service at the Royal Free hospital, supporting both the adult programme and the youth volunteer programme
- To ensure volunteers and visitors receive a warm welcome and experience excellent customer service

#### **Key responsibilities:**

- To assist with the recruitment, induction and placing of volunteers into appropriate volunteering roles across the Trust
- To support with the administration needs of the service



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- To provide specific support for our younger volunteers and those with additional needs such as autism and learning disabilities
- To liaise with the Trust staff and patients to help gain feedback on the impact of the volunteers
- To support with the collection of feedback and impact measurement from volunteers about their experiences to evaluate the programme and report on progress.
- To support with answering enquiries about the programme
- To support with the collection of photographic and written content for internal and external communications about the volunteers programme
- Provide excellent customer care and aspire to exceed staff and visitor expectations at every opportunity.

## Reception covers over 2.5 days per week

- Provide all visitors with a warm welcome and excellent customer service. Take ownership of visitor questions/concerns and ensure you follow up with responses or signposts to other staff within the charity or hospital.
- First point of contact for all staff to report any issues with the management of the office – then escalate IT or defunct equipment to the Head Office Administrative Coordinator and issues of cleanliness to the building management contractor.
- Complete a daily check of office and kitchen supplies, including but not limited to:
  - ensuring the photocopier is fully stocked with paper at all times
  - office stationery, including hand wipes, hand sanitisers, paper towels
  - tea, coffee, milk and other kitchen supplies for staff, guests and for events
- Responsible for emptying the dishwasher at the start of the day and putting the dishwasher on at the end of the day.
- Issuing temporary security badges for visitors to the charity office.
- Opening and distribution of post and internal mail, receiving and arranging deliveries, external post and arranging couriers.

## Key relationships:

- Members of the wider volunteering team
- Volunteers that are taking part in the volunteering programme - to gain their feedback on their experiences and the impact of the experience on themselves
- Key members of Trust staff
- Head of Office Administrative Coordinator
- Members of the Royal Free Charity's engagement and communications team - to provide content for internal and external use.



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## Person Specification

### Qualifications

- CSE/GCSE in Maths and English or equivalent

### Experience

- Previous experience in, and enthusiasm for, supporting volunteers, including those with additional support needs such as autism or learning disabilities.
- Demonstrable experience of working collaboratively with others on a project
- Experience working in a customer-facing environment and understanding of excellent customer care.

### Skills & knowledge

- Strong interpersonal skills and ability to build supportive and trusting relationships with people of a variety of ages and backgrounds.
- Strong IT skills, particularly in MS Office products. Confidence in learning how to use new IT systems and databases
- Strong organisational and time management skills
- Ability to empathise and support people positively and flexibly according to their needs
- To have excellent communication skills both verbally and written
- To have excellent literacy and administrative skills
- Able to deal with sensitive information in a confidential and professional manner

### Other Requirements – We expect you to:

- Take time for personal development, contributing learning and ideas to the wider team.
- To work unsupervised
- To work to tight deadlines and deliver results
- Have a positive professional work attitude
- Be highly motivated and able to take the initiative
- Be enthusiastic and passionate for the Charity / Hospital environment
- Have a strong affinity with the NHS
- Support your team and your other colleagues
- Attend meetings and training as required
- Be flexible and respond to the needs of services
- Attend supervision on a regular basis with the line manager
- Treat everyone equally, regardless of sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic
- Read and adhere to the Charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same
- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire
- Work toward the charity's vision and mission, and act in line with its values of respect, dedication, innovation, partnership and energy
- To undertake any additional relevant duties as required



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# ROYAL FREE CHARITY

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements



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