



Friends of Moorfields

E Y E H O S P I T A L

JOB DESCRIPTION

- Title:** Volunteer Support Officer
- Terms:** £25,000pa
- Hours:** 35 hours per week (tbc but will include Monday and Thursday evenings and every third Saturday)
- Reports to:** Business and Volunteer Services Manager
- Based at:** Moorfields Eye Hospital, 162 City Road, London EC1V 2PU, with 1.5 days per week at various Moorfields Satellite Sites.

Friends of Moorfields

The Friends of Moorfields is a registered charity supporting the patients and staff at Moorfields Eye Hospital, a world centre of excellence for the specialist treatment of eye diseases.

The Friends provide a range of services to support the work of the hospital – including the purchase of clinical equipment – and manage a team of volunteers.

The Position

The Volunteer Support Officer is a new and exciting role, responsible for assisting the Business and Volunteer Services Manager in the, recruitment, administration and support of a network 400+ volunteers throughout the main hospital at City Road, and the 32 Moorfields Satellite Sites.

The post-holder will be an all-rounder; someone who is comfortable working on their own initiative, is well organised, numerate, and who enjoys the challenges of supporting a small and friendly team. They will be supported to grow and develop in this role, through an active approach to training and development, and through a positive and empowering working environment.

Key Accountabilities

1. To assist with the recruitment, administration and support of a team of 400+ Volunteers at Moorfields City Road (50%).
 2. To promote and support volunteer services in Moorfields satellite sites (30%)
 3. To lead on recruitment and support for Saturday and Evening Volunteer services (10%)
 4. Other General Duties (10%)
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1. To assist with the recruitment, administration and support of a team of 400+ Volunteers at Moorfields City Road (50%).
 - 1.1 Liaising with volunteers, in person, by email and by telephone (supporting and motivating team.)
 - 1.2 Managing rotas and substitutions for all volunteer roles.
 - 1.3 Assisting with the recruitment of new volunteers; including handling initial volunteer enquiries over the phone and in person.
 - 1.4 Maintaining accurate and updated Volunteers' records.
2. To promote and support volunteer services in Moorfields Satellite sites
 - 2.1 Assist the Business and Volunteer Services Manager to develop and implement a recruitment and support programme for expanding volunteer services in Moorfields Satellite Sites.
 - 2.2 Spend 1.5 days per week based at relevant satellite sites.
 - 2.3 Liaise with Divisional, Clinic and Nursing Managers and to ensure that volunteers are best utilised.
3. To lead on recruitment and support for Saturday and Evening Volunteer Services (10%)
 - 3.1 Assist the Business and Volunteer Services Manager to develop and implement a programme for volunteers working outside of normal office hours.
 - 3.2 Work Saturdays and evenings when required to ensure volunteers are supported.
 - 3.3 Monitor patient footfall and usage of out of hour volunteers.
4. Other General Administration duties.
 - 4.1 Answer general enquiries from patients, volunteers and staff at Moorfields.
 - 4.2 Any other duties as required.

Person Specification – Volunteer Support Officer

Education

Essential	Desirable
<ul style="list-style-type: none">• Good general level education. (Minimum of 5 GCSE Grades A-C Including Maths and English or Equivalent)	<ul style="list-style-type: none">• NVQ Level 3 Diploma in Management or Customer Service (or similar)

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum of 2 years' experience of working within a customer service or support team environment. • Experience of using contact databases. 	<ul style="list-style-type: none"> • Voluntary or NHS sector experience. • Experience of membership organisations.

Knowledge & Skills

Essential	Desirable
<ul style="list-style-type: none"> • Understanding, awareness and insight into current trends in the volunteering sector • Computer literate and knowledge of MS Office the Internet and email packages. • Highly numerate with fluent written and verbal English. 	<ul style="list-style-type: none"> • Knowledge and understanding of current regulations connected to volunteer recruitment, engagement and employment rights. • Knowledge and understanding of current employment legislation and HR issues.

Personal Qualities

Essential	Desirable
<ul style="list-style-type: none"> • In sympathy with the ethos of The Friends of Moorfields and capable of communicating in line with vision, mission, core values and principles. • The ability to plan and manage projects and processes. • Excellent interpersonal skills, capable of influencing effectively people at all levels both internally and externally. • Strong intuitive and empathetic skills, a good listener. Able to make decision when handling volunteer issues which may be sensitive • Ability to work flexibly and effectively as part of a team. • Ability to work accurately under pressure and to manage time effectively • Commitment to and understanding of Equal Opportunities 	<ul style="list-style-type: none"> • Interest in the work of Moorfields Eye Hospital. • Interest in eye care and issues that affect Visually Impaired People.