Volunteer Management Admin Volunteer

Time commitment: 1-2 days a week, ideally 6-12 months

Reports to: Volunteer and Training Coordinator

About the Helen Bamber Foundation Group

The Helen Bamber Foundation (HBF) is a human rights charity based in London which was founded in 2005. Our specialist team of therapists, doctors and legal experts have an international reputation for providing therapeutic care, medical consultation, legal protection and practical support to survivors of human rights violations.

HBF grew from the recognition that people who have suffered prolonged inter-personal violence – whether from human trafficking; war; community, domestic or gender-based violence – present with similar physical and psychological symptoms to torture survivors and experience the same complex and enduring responses to their trauma.

We offer our clients a Model of Integrated Care, providing legal, medical, psychological and welfare support, as well as an Integration Programme which includes arts-based groups, and skills-based classes such as English and IT. Through this, we help our clients to develop a sustained recovery from extreme trauma.

Asylum Aid, (previously merged with Migrants Resource Centre under Consonant) is, and has long been, a leader in the Immigration and NGO sector: providing high-level legal and welfare support to ensure the protection of vulnerable refugees, asylum seekers and migrants. Since August 2020, Helen Bamber Foundation and Asylum Aid have combined efforts to support the vulnerable asylum seekers and refugees who need us the most, operating as two separate entities under a group structure, known as the Helen Bamber Foundation Group.

About the role

Volunteers are central to the work that HBF delivers for our clients, offering everything from therapy and GP advisory appointments to arts classes and office support. We recognise the immense value that volunteers bring to HBF, and strive to continually improve the support offered to volunteers across the charity, ensuring that they enjoy their experience of volunteering with us and that we align our volunteering opportunities with sector-wide best practise.

With a large volunteer base carrying out very varied tasks, volunteer management at HBF is fast-paced, and the support of our volunteer management admin volunteers helps us to give volunteers the best possible experience at HBF. The new Volunteer Management Admin Volunteer will support the Volunteering and Training Coordinator with a wide variety of tasks: carrying out research, managing volunteering data, organising logistics of recruiting volunteers, and other tasks as required.

Main tasks and activities

* Maintaining up-to-date records of volunteer feedback;
* Collecting, organising and analysing volunteer data;
* Researching new opportunities for promoting HBF volunteering opportunities;
* Updating and developing sections of the volunteer management database;
* Contributing to the development of volunteer recognition initiatives;
* Identifying new development opportunities for volunteers;
* Supporting on the creation of a monthly newsletter for volunteers.
* Expanding external partnerships with local organisations and spaces

Skills and experience needed

* Understanding of, and commitment to, the objectives of the Helen Bamber Foundation;
* A demonstrable empathy for our vulnerable clients, including asylum seekers, refugees and survivors of torture and trafficking;
* Punctual, reliable and self-motivated with a positive, ’can-do’ attitude;
* Excellent organisational skills and pays close attention to detail;
* Some experience of administration;
* Good communication skills, both verbal and written;
* Experience of working with word processing, database, and spreadsheet computer programs;
* Experience of having volunteered before in any context would be a bonus.

What you will get out of the role:

* An understanding of how volunteers contribute to the welfare and well-being of our clients;
* A strong overview of volunteer recruitment, onboarding and support processes;
* A better understanding of volunteer management best practice across the not-for-profit sector;
* Stronger administrative skills;
* Ability to process large amounts of data and prioritise or categorise it;
* Experience of writing engaging communications content;
* An ability to multi-task between competing priorities.

Equal Opportunities

The Helen Bamber Foundation and Asylum Aid is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. **We particularly welcome applications from those with BAME backgrounds.**

**Please note that successful candidates will be offered the volunteer position subject to a Basic DBS check.**