



Volunteer Admin Role Descriptions

Role description: Admin Volunteer; Area Support or Project Support

Responsible to: Amy Thompson - Volunteer Coordinator

Location: Work from home

This guide details what's involved in being part of the Hygiene Bank Volunteer Admin team.

You will be supported to be autonomous and make the role yours to suit you and the needs of the projects you will be supporting, within the guidelines and procedures of The Hygiene Bank.

Please ensure you are completely familiar with all Hygiene Bank procedures and keep abreast with all updates and changes.

We understand your role is voluntary and you are giving your time around your life and other commitments, we ask you inform your projects of your usual times you can be contacted and if anything changes to inform both your projects and the volunteer coordinator.

We have –

Area support roles, roles in other teams, specific routine tasks from the list below

If you have any other specific experience or skills you can bring to the team, please email or send your CV to volunteer@thehygienebank.com



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Area Support Role

You will be first port of contact for the teams you have been assigned. You will be supported by Amy, our Volunteer Coordinator, who is on hand to answer questions and take on tasks that may need a little more input.

We also understand that there is no 'one size fits all' with our Hygiene Projects, so we trust that you aim to get to know each of your areas well and establish close relationships with your Project team members to understand their capacities, capabilities need for support and wishes. Some Projects will be very self-sufficient straight away and some may need a little extra help to get going, so your input with the below will vary.

Your role may include, but not be limited to the following:

Relationships

- Getting to know your Project and team members and their specific setups. Our projects come in many different forms and there is no 'one size fits all'.
- Check in as needed and offer support, feedback appreciation of their work and let them know the overall impact they have made.

Admin

- Keep a general overview of your assigned areas –
- Ensure drop offs and collectors are being emptied frequently and not overflowing.
- Ensure collection and distributions registers are being completed.
- Ensure all new Drop off/Collectors and Charity Partners are being logged and any discontinued ones are being removed.
- Feedback the overall product weight collected and celebrate the efforts of the areas.
- Check the website locations sections and ask HQ to update as needed.



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Volunteer Recruitment

- You will help respond to new volunteer enquiries and provide and signpost to information as requested.
- You will help to induct and get new Projects or volunteers set up and then offer support ongoing as needed.

Funding/Fundraising

- You may support sourcing funding and donations for your projects and fill out funding applications that are on offer for the areas.
- You may offer support with arranging any local fundraising events or help to get teams together as required.

Spending/investing

- Support your areas in spending/managing their funds in ways that bring the most benefit to their areas.
- Small amounts spent on marketing can really boost an area.
- Funding storage can allow areas to run smoother and take the pressure off volunteers using their own homes and space.
- Purchase bigger boxes/bins if needed to boost donations.
- Bulk purchase of products specifically needed for certain charities or organisations (e.g. toothbrushes for schools, sun cream, nappies).

Sourcing/managing product

- Supporting Projects in writing to local companies to ask for donations of product if needed. Also ensuring the follow-up coordination or distribution or storage in the event of a large donation.



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Communication to volunteers

- The Volunteer Coordinator will feed information to you to then be fed to your areas. Most information will go straight to all volunteers via the newsletter and the Facebook group.
- We understand that not all volunteers are on our busy FB group. Please know which members in your area don't follow social media and help make sure they are updated with all information they need.
- Enhance all social media and local media presence as much as possible, supporting those who need a little extra help.
- Celebrate and give thanks to volunteers, collectors and drop offs;
- Encourage photos and other feedback to be shared. Encourage feedback to drop offs and collectors about where their donations are going and who they are benefiting.

Feedback to HQ

- If all areas are filling out their forms, we will be getting all the information we need regarding the projects.
- Please feedback and keep us in the loop with any goings on, celebrations and successes.
- Amy, HQs Volunteer Coordinator is here to give you support in any way needed.



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Other Admin Support Roles

- *We have various other projects going on at HQ so please let us know if you like to get involved and volunteer specifically to support the following:*
- **Corporate Team Support** – Supporting our business buddies with their setup and coordinating. Also being on hand to assist with new enquiries. If you have a background in the corporate world this may be your calling.
- **Fundraising applications and regional bid applications** – Supporting HQ with funding bids and applications, locally and regionally
- **Recruitment and inductions** – Growing areas in need of support. Responding to enquiries and potential new volunteers. Inducting new volunteers into The Hygiene Bank team.
- **Stock, ordering and delivery Support** – Admin support for ordering items for all projects, keeping a track of deliveries and assets and assisting HQ with other stock lists.
- **Young Ambassadors Project** – You will have a background in working with youth and the youth sector. You will take ownership and support the charity in launching our Young Ambassadors Project.
- **Schools Team Support** – Working with our Schools coordinator to support and liaise with schools, help with enquiries and link with projects.
- **Website and database updates** – You will be responsible for updating the website with all our new drop off points and areas as we grow. You will also keep our database up to date with information.
- **Responding to initial Enquiries** – You will be on hand to help answer initial enquiries via email or telephone. Provide information and signpost to where it can be found on the website.



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