

Job Description

Job Title: Activities & Volunteer Assistant

Salary: £26,465 per annum (£13,232 pro-rata) +10% company pension on successful completion of probation

Contract: Permanent

Base: The Brain Charity, Norton Street, Liverpool, L3 8LR

Hours: Part-time – 18.75 hours per week

Responsible to: TBC

About The Brain Charity

Life for any of us can change in an instant. Experiencing a road traffic accident, a major stroke or being diagnosed with dementia can happen completely unexpectedly and can change our lives forever.

There are hundreds of different neurological conditions including stroke, brain tumour, brain injury, Alzheimer's disease and many rarer ones too.

The Brain Charity offers emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers.

Role Summary

The Activities & Volunteer Assistant will provide vital administrative support to ensure the smooth delivery of The Brain Charity's community activities and volunteer led service. This includes maintaining accurate records, supporting event logistics, monitoring attendance and feedback, and ensuring volunteers have the information and resources they need. The role will work closely with the Volunteer & Activities Coordinator and other team members to support the effective administration and continuous improvement of services for people living with neurological conditions.

Key Responsibilities

General Administration

- To respond to general volunteer and activity enquiries via email, phone and in-person, providing excellent customer service and signposting where appropriate.
- To maintain up-to-date digital and paper filing systems, ensuring all records are accurate, organised and accessible via The Brain Charity's internal CRM (Client Record Management).

- To support with the preparation and distribution of volunteer and service user communications, such as newsletters, event invitations, and updates.
- To support with room bookings, equipment requests and activity scheduling.

Activities

- To monitor attendance levels across all activities and complete evaluations of the level of impact the services are having, as well as any other areas requested.
- To assist in inputting feedback from service users and volunteers, including surveys and informal comments.
- To help collate data and prepare basic monitoring reports for funders, internal reporting or evaluation purposes.

Events

- To support the logistical organisation of one-off events, including booking venues, arranging supplies, coordinating attendance, and assisting with event set-up and close-down as required.

Volunteer Co-ordination

- Carry out the full administration process during all aspects of the volunteer life cycle, ensuring accurate and up-to-date files and databases are maintained.
- To support the Volunteer Co-ordinator to deliver a comprehensive induction and orientation programme where volunteers are introduced to the company's culture, policies and their specific roles.
- To ensure all volunteers are equipped with the relevant information and policies needed to volunteer at The Brain Charity.
- To actively assist in the organisation and preparation of resources for volunteer meetings, training sessions and social events.
- Assist with the administration required for all short-term volunteering opportunities, such as corporate volunteering, internships and placements.
- Ensure all processes are efficient and compliant with data protection regulations.

Other

- Work to The Brain Charity's policies and procedures.
- Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
- Assist and support volunteers within the team as and when required.
- Carry out any other reasonable tasks which may be required by the charity from time to time.
- Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.

Person Specification

Area	Detail of requirements	Essential / Desirable
Qualifications	Educated to CSE/GCSE level or equivalent.	E
	Qualification in business administration, customer service, or a related field.	D
Skills & Abilities	Strong administrative and organisational skills, with excellent attention to detail.	E
	Good I.T. skills.	E
	Ability to input and organise information accurately for monitoring and reporting purposes.	E
	Ability to manage and prioritise workload to meet multiple deadlines.	E
	Excellent verbal and written communication skills, with the ability to respond sensitively and professionally to a range of queries.	E
	Ability to communicate with people from a wide range of backgrounds.	D
	Experience using a Customer Relationship Management (CRM) system or volunteer management software.	D
Knowledge & Experience	Experience in an administrative or support role in a busy office or service delivery setting.	E
	Experience maintaining digital filing systems.	E
	Understanding of data protection and confidentiality in handling sensitive information.	E
	Awareness of the importance of monitoring, evaluation, and service feedback.	E
	Experience supporting or helping to coordinate events	E
	Experience working or volunteering within the voluntary or community sector.	D

	Experience of working with people who have a disability and or a neurological condition.	D
Personal Attributes	Friendly, approachable and professional manner.	E
	Commitment to equal opportunities.	E
	Enthusiastic and proactive approach to supporting others.	E
	A compassionate and empathetic attitude towards people living with neurological conditions.	E
	Willingness to work outside normal office hours.	E
Other	Satisfactory completion of an enhanced DBS Check.	E
	Commitment to the Mission and Values of The Brain Charity.	E

In addition to those elements listed above, staff and volunteers at The Brain Charity work to a set of core values.

Our values are:

Kindness

We genuinely welcome everyone to our Charity and believe that each person has a unique talent and the ability to make the world a better place.

Commitment

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

Authenticity

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and compassion delivered within our services.

Courage

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

Optimism

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.