**Why does English Heritage need my support?**

The Volunteering and Participation Team develops policy and practice to ensure smooth delivery of English Heritage’s volunteering programme. We are looking for an Administration Volunteer to join the team to aid in this goal. As an Administration Volunteer you will help the Volunteering and Participation Assistant to maintain volunteer documentation, be involved in regular communications on a national level, assist in the facilitation of volunteer induction sessions, and other administrative tasks detailed below. This is a great opportunity for someone looking to develop their administration and data reporting skills within the heritage and charity sectors.

**Where will I be based?**

This role will be based at our London office (100 Wood St, Barbican, London, EC2V 7AN) with the anticipation you will be able to come in once a month to have full access to systems. Other tasks can be completed from home, and we can discuss further options with you.

**What will I be doing?**

* Running regular reports to ensure our volunteer data is kept to a high standard
* Performing data cleanses of our volunteer database, which involves creating reports and communicating with volunteer managers across the organisation
* Involvement in social media (Twitter, Facebook) and marketing (internal volunteer communications)
* Supporting with a future volunteer re-branding project
* Assisting with the administration of Welcome to English Heritage online volunteer induction sessions
* Other administrative tasks to support the Volunteering and Participation Team

**How much time will I be expected to give?**

We hope that you will be able to volunteer regularly, but this is flexible and can be agreed between us.

**What skills, qualities and experience do I need?**

We are looking for a dedicated and reliable person who would enjoy collaborating with the Volunteering and Participation Team. You would need to:

* Have strong IT skills and good knowledge of Microsoft Office (Word, Excel, Outlook, Microsoft Teams etc.)
* Have excellent literacy and communication skills
* Be comfortable working independently
* Be organised with an eye for detail
* Enjoy being part of a small team who are spread apart geographically

**What support and training will I receive?**

We will provide you will all the training you need for this role, including:

* An introduction to English Heritage
* Training on use of the volunteer database system
* In person (or online) on the job training for tasks and systems use required as part of the role

**What will English Heritage expect from me?**

* To be reliable in attendance and dependable
* Attend appropriate training and learn about the work of English Heritage
* Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial
* Maintain good working relationships with staff, other volunteers and members of the public
* Observe organisational policy and procedures
* Help us protect our properties and collections by understanding and following our security and safety procedures
* To wear English Heritage volunteer uniform where provided
* Any documentary or other material (including any copyright applying thereto) you are provided with or which is created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing)

**What can I expect from English Heritage?**

* A welcoming and enjoyable experience
* To be treated fairly and with respect
* Recognition and appreciation for your contribution
* A full induction and training programme with on-going support
* A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours and four months of volunteering
* Reimbursement of reasonable travel costs between home and volunteering location within agreed limits
* A certificate to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers
* You will be covered by English Heritage’s own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer