



Join our team!

Volunteer & Programmes Assistant



**Glasgow
Children's
Hospital
Charity**



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Volunteer & Programmes Assistant

Reporting to

Volunteer Manager

Salary

£23,000

Full time, permanent

(6 month probationary period)

Hours

35 hours per week.

We will consider alternative flexible arrangements if required.

Holidays

25 days plus 10 bank holidays

Location

Royal Hospital for Children,
Paisley Head Office and home
working

The Volunteer & Programmes Assistant will help with the day-to-day coordination of those who generously share their time and talent with Glasgow Children's Hospital Charity, ensuring their experience is well-organised and supported.

You'll work closely with the Volunteer Manager to keep our volunteer programme running smoothly - supporting fundraising events, hospital-based roles and more.

You'll also provide essential support to the Charity Impact Team, helping to manage the governance and compliance of hospital visitors such as entertainers, guests and key partners - making sure every visit is safe, meaningful and in line with required protocols.

To apply, please send your CV and a cover letter before 1st August to Becky.Swindell@gchc.scot

Key Responsibilities

- Provide administrative support to GCHC's volunteer programme across all subsidiaries and departments.
- Be the first point of contact for volunteer enquiries by phone and email ensuring a prompt and comprehensive response.
- Support the co-ordination of volunteer rotas ensuring adequate cover.
- Support the administration involved with our volunteer driving provision including travel and accommodation.
- Support the Charity Impact Team in maintaining a robust compliance process for all hospital visitors associated with the Charity, including entertainers, guests and visitors.
- Support the coordination of all hospital visitors by ensuring all required documentation is obtained - PVG checks, Occupational Health clearance, training completion and compliance modules are accurately recorded, monitored, and renewed as required in line with relevant protocols.



Key Responsibilities

Continued

- Assist the Volunteer Manager and Volunteer Coordinator with the administration and delivery of the induction programme.
- Maintain up to date confidential records of all hospital volunteers using Better Impact software and keep records of mandatory training for volunteers.
- Support the purchase of day-to-day key items associated with and relevant to the volunteer programme.
- Assist with the planning of volunteer related events.
- Provide support and cover to the GCHC Charity Hub as and when required to ensure the effective, safe and profitable daily operations.





Additional Responsibilities

- To be committed and adhere to Glasgow Children's Hospital Charity's vision, mission and values.
- To actively consider professional development and determine training needs.
- To maintain and develop good working relationships with other members of the wider organisation and subsidiaries.
- To maintain and develop good relationships with wards, departments and key individuals within the Royal Hospital for Children, Glasgow and NHSGGC.
- To provide support to events and activities not necessarily taking place within core working hours (evening and weekend work will be required from time to time).
- Any other relevant duties as may be required by the Volunteering or Charity Impact Team.



Person specification

Who we're looking for

Essential Criteria

- Experience working in an administrative role
- Competent level of IT skills
- Ability to work systematically with processes and rotas with a keen eye for detail
- Ability to work unsupervised & willingness to work flexibly as required
- Excellent organisational and time-management skills ensuring work is prioritised.
- Willingness to work evenings and weekends when required.
- Ability to adopt a flexible approach.
- Excellent communication skills: telephone, written and face to face.
- A Disclosure Scotland check will be carried out under the Protection of Vulnerable Groups (PVG) Scheme – it is therefore essential that any criminal convictions are disclosed
- Driving license and access to a car. Willingness to drive a van on occasion.

Desirable criteria

- Experience of the Raiser's Edge and Better Impact software
- Knowledge of Data Protection Compliance
- Experience of working in the Charity Sector
- Experience working in a hospital environment
- Experience of working with volunteers



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Benefits

Working with us

We care about our team and have a range of financial and work-life benefits that make Glasgow Children's Hospital Charity a great place to work, including:

- Benchmarked, competitive salary
- 5% employer pension contribution
- Blue Light Card discounts
- Flexible working policy
- Enhanced maternity pay (after 2 years)
- Employee Health Plan including counselling support, personal accident cover, financial support for optical, dental and chiropody treatments and Bike 2 Work scheme
- 10 public/ bank holidays each year
- A bonus day off on your birthday
- Time off in lieu (TOIL) for additional hours worked at events and out-of-hours support
- Continued professional development including training, membership of professional bodies and progression opportunities