



Volunteer Centre – Administration Assistant Role Description

Hive Portsmouth Administration Assistant

Hive Portsmouth is a registered charity (charity number 1189067) which supports, connects, and equips people and organisations in Portsmouth to ensure a strong, diverse, and vibrant community that meet the needs of individuals and the community in the city and improves wellbeing.

An Administration Assistant is required to support 'Together in HIVE Portsmouth' which advertises volunteering opportunities, recruits volunteers and promotes volunteering activity, including signposting of volunteers with volunteer involving organisations from the voluntary, community and social enterprise sector. Volunteering gives the opportunity to develop new skills, new social relationships and to give something back to the local community.

Reporting to

The Administration Assistant will be line managed by the Volunteering Development Officer, and ultimately report to the Hive Portsmouth Senior Management Team.

Job Description

The successful postholder will require a flexible and positive approach to developing the role to meet the needs of the organisation and local community.

The Initial role description will include: -

- General office duties
- Supporting the management of volunteers and volunteer led projects
- Record keeping and data entry, with due regard to confidentiality
- Meeting with and understanding sector requirements
- Meeting with and understanding volunteer and potential volunteer interests
- Assistance with induction and training of new volunteers
- Support and review of volunteer placements, including the management of the be there for care volunteers.
- Diary management and booking of meetings
- Dealing with public enquiries
- Ensuring that the volunteer centre is well organised and kept tidy
- Ensuring that day to day activities run smoothly.
- Supervise drop in sessions.



- Providing cover for the volunteer centre and being the first point of contact for queries or reports
- Provide administrative support for all IT and data systems.
- Uploading content as required to website and social media channels.
- Ensure relevant data/information is collated and produce reports as required
- Information gathering and research for reporting.
- Project support as directed
- Maintenance of records, decisions, agreed actions within the team, and working with others to ensure that actions are followed up and reported
- Ad Hoc tasks as directed by Volunteer Development Officer or the Senior Management Team of HIVE Portsmouth.

Person Specification

Essential Skills:-

- Excellent knowledge and experience of computer systems, especially Microsoft Programmes (Word, Excel, PowerPoint, Outlook etc).
- Excellent administration skills, and well developed organisational and time management skills.
- An approachable, personable, and friendly demeanour with excellent customer service and relationship skills.
- An ability to foster good working relationships with a diverse range of organisations.
- Knowledge and experience of the need for professional confidentiality and discretion.
- Knowledge of uploading content to social media and web content.
- Ability to work on own initiative.
- Excellent verbal, written and inter – personal communication skills.
- Experience of using virtual meetings platforms like Teams, Zoom etc.
- Experience of handling and managing data

Desirable skills:

- Knowledge of Microsoft SharePoint and database systems.
- Customer service experience
- Knowledge of the voluntary, community and social enterprise sector.
- Experience in management software.
- Experience in using mailchimp or similar.

Personal Qualities:

- Ability to communicate with a wide range of people
- A pro-active, can-do attitude with an enthusiastic, professional, and flexible approach to work.
- Ability to work collaboratively with colleagues and stakeholders
- Numerate and literate, with good communication skills.
- Ability to work strategically and prioritise tasks.
- Understanding of and affinity with HIVE Portsmouth's charitable objects.
- Commitment to the value of volunteering.



This is a part time role of 15 – 20 hours per week. Cover is required from 2pm each afternoon Monday – Friday. Availability for ad hoc events at evenings and weekends will also be required.

Some flexibility in hours may be required from time to time in discussion with the postholder

