

## **Area administrator role description**

### **Objective(s) of role:**

As a busy charity your role as an area administrator is vital to our work. You will provide support to your area coordinator in supporting both prisons and volunteers. You will be providing communication links between everyone through organising meetings and sending email updates. Your role will help us to access the vital information which shows our impact on our learners.

### **A broad outline of tasks and activities to be undertaken:**

- Arranging area meetings; booking venues, arranging refreshments, sending out and following-up invites, preparing and circulating papers and completing relevant health and safety paperwork
- Supporting with technology during video meetings
- Recording actions from meetings and circulating them to your team and regional manager
- Prompting and recording monthly activity registers and action plan submissions from prison volunteers and Shannon Trust prison teams
- Doing initial checks on activity registers (data) and following up on queries and transfers.
- Maintaining contact details of volunteers, prison teams and other useful prison contacts in your area and communicating changes to your regional manager
- Supporting communications between your area coordinator and area team
- You may be requested to provide admin support at regional meetings organised by your regional manager
- Taking part in planning meetings with your area coordinator and regional manager
- Keeping an overview of your team's progress and providing your area coordinator and regional manager with a summary of key issues
- Overseeing your team's contribution of good news stories
- Keeping up to date with Shannon Trust developments

### **Who we are looking for:**

You don't need any formal qualifications to become an area administrator. We're looking for people who are:

- Able to communicate with wide range of people
- Able to write clearly and concisely
- Able to take accurate notes
- Willing to develop their admin skills in line with the needs of the role
- Able to use and regular monitor Shannon Trust outlook emails, use Microsoft Teams, Excel and other computer packages as required
- Able to work alone, manage their own time and prioritise
- Able to identify when to escalate issues/communications to their area coordinator or regional manager



### **Training, induction and support:**

Shannon Trust provides a wide range of training for volunteers. You will be expected to attend all mandatory training for new volunteers, some will be group training and some will be online. The training will provide you with the knowledge and understanding of the values and visions of the charity and practical support for your role. You will receive a thorough induction into your role and be able to attend twice yearly meetings specifically for area administrator to help develop skills and good practice.

You will also be offered quarterly one to ones with your area coordinator to support you on an ongoing basis. After 6 months of volunteering with us you will meet with your regional manager to review progress and how things are going. Another review will then take place with your regional manager at the 2 year stage and every 2 years thereafter.

### **The name of the person who the volunteer reports to:**

You will report directly to a senior volunteer who is known as an area coordinator. In the absence of an area coordinator, you will report to your regional manager.

### **Location and volunteering hours:**

The time you give us each month may vary, but the role requires you to be able to commit enough time to fulfil the various elements of the role as outlined above. Much of the role can take place on any day of the week and in the evenings but you will need to be able to attend a daytime area meeting 4 times a year, attend our induction workshops and national area administrators meetings.

### **Benefits to you:**

Being a Shannon Trust volunteer provides you with a number of benefits which can help you to develop both your personal and professional skills:

- Ongoing training to support your role
- Developing IT skills and support using up to date packages
- Developing and growing your understanding of the HMPPS structure and prison system
- Relationship building
- Organising meetings and recording actions skills

### **Expenses and insurance:**

You'll be able to claim back all reasonable out of pocket expenses and be covered by our public liability insurance.