

## Volunteering Matters Job Description – People and Culture Administrator

**Reference Number:** V572

**Job Title:** People and Culture Administrator

**Location:** Home based

**Contract type:** Permanent

**Hours:** 17.5 hours per week

**Salary:** £12,250 (£24,500 FTE)

**DBS/PVG:** N/A

**Job Family:** JF3

**Line Manager:** Head of HR

### Who we are

Volunteering Matters is a nationwide charity that exists to create stronger communities through the power of volunteering. We work with local partners to develop impactful programmes that support individuals and communities across the UK.

### Creating stronger communities through the power of volunteering

Since 1962, we've used our influence to champion volunteering as a powerful tool to build a thriving, resilient society. Our projects are co-created with the people and communities we work alongside: an approach that encourages our participants to become future volunteers and leaders, not just beneficiaries.

We understand the pressures of day-to-day life and create flexible, inclusive opportunities for people at all stages of life. And beyond delivering projects on the ground, we use our voice to shape policy and practice, ensuring volunteering stays recognised, supported and sustainable for generations to come.

### Our goals

Our strategic goals will help us focus on the things that are important to us and bring our purpose and vision to life. From 2025 to 2030, we'll campaign to help shape a more equitable, sustainable and impactful volunteering landscape, focusing on four areas that reflect both urgent need and long-term opportunity.

### Role Purpose

To deliver a high-quality, accurate and values-aligned People administration service, supporting all core people lifecycle processes; recruitment activity, including pre-employment checks; payroll change processing; record keeping; HR system administration and data quality and reporting.



The postholder will play a key role in enabling the People function to operate efficiently, embedding improved processes and systems, and ensuring trusted, compliant, and timely people information.

This role will also support the alignment of staff and volunteer people processes where appropriate and feasible, working closely with Volunteer Engagement where appropriate.

### **Key Duties & Responsibilities**

- Manage all administration for the People lifecycle including recruitment coordination, onboarding, contractual changes, letters, leavers and organisational record keeping.
- Manage job adverts, external job boards and the Volunteering Matters recruitment page.
- Collate all monthly changes and liaise with Finance/Payroll to agreed timelines.
- Maintain accurate employee and role records, ensuring data is up to date, compliant, and managed in line with legal and best practice expectations.
- Act as first point of contact for HR system and e-learning platform queries, user set-up and data updates, contributing to ongoing HRIS/LMS development and continuous improvement.
- Provide general administrative advice, signposting and support to staff and managers within remit of role.
- Support the People and Culture Team with administrative activity for projects and development initiatives.
- Support the coordination of the annual appraisal cycle, supporting consistency, communication, tracking and collation of training needs.
- Contribute to ongoing improvement of People administrative and workflow processes, ensuring they are efficient, inclusive, proportionate and reflect our Inclusion, Diversity, Equity and anti-racist commitments.
- Contribute flexibly to the wider work of the People & Culture team, undertaking tasks commensurate with this role as required.

### **Experience / Skills & Attributes**

- Proven ability working in a People / HR administration or people-facing administrative role.

- Strong IT skills including MS Office and Teams and ideally HR Information Systems or database management.
- Forward thinking approach, able to consider how technology and innovative solutions can enhance efficiency.
- Working knowledge of HR practice and awareness of relevant employment law principles.
- Strong understanding of the importance of confidentiality and adherence to GDPR and data protection principles.
- Able to develop and maintain systems and processes that are accurate, effective and compliant.
- Excellent communication skills; written, digital and verbal.
- Highly organised, methodical, with strong attention to detail and ability to manage competing priorities.
- Customer-focused, values-driven, confidential and professional approach to sensitive matters.
- Ability to work with minimal supervision, stay organised, and remain motivated to meet deadlines and deliver quality outcomes.
- Demonstrable commitment to Volunteering Matters values.

### **Qualifications**

- Relevant experience and values alignment are more important than formal qualifications.
- CIPD Level 3/5 desirable but not essential.

### **Location**

The post is home based anywhere in the UK but requires reliable internet access. IT equipment and infrastructure will be supplied.

### **Essential requirements – All staff**

#### **Understanding of Our Values**

- Demonstrates awareness of and alignment with Volunteering Matters' core values.
- Commitment to promoting inclusion, respect, and community impact.

#### **Teamwork and Collaboration**

- Works well with others and contributes to a supportive, inclusive environment.
- Able to collaborate across teams and with external partners.



**Commitment to Equality, Diversity, and Inclusion (EDI)**

- Understands the importance of EDI in all aspects of work.
- Treats all individuals fairly and respectfully.

**Communication Skills**

- Clear and effective verbal and written communication.
- Ability to engage positively with colleagues, volunteers, and external stakeholders.

**Organisation and Time Management**

- Ability to manage tasks effectively and prioritise workload.
- Reliable and proactive in meeting deadlines.

**Problem-Solving and Initiative**

- Can identify challenges and propose practical solutions.
- Shows initiative and resourcefulness in supporting projects and volunteers.

**Commitment to Volunteering and Community Impact**

- Enthusiasm for volunteering and creating positive change in communities.
- Awareness of the impact of volunteering on individuals and society.

**IT Literacy**

- Comfortable using standard office software and digital tools relevant to the role.
- Must adhere to the organisation's Code of Conduct and uphold its values at all times.
- Proficient in Microsoft 365, particularly Outlook, Teams, Word, and Excel, with the ability to manage email communications and collaborate digitally.
- Strong written and verbal communication skills, with the ability to write clearly and professionally in English.
- Able to work effectively both independently and as part of a team, managing time and priorities in a busy environment.
- For remote roles, candidates must be self-starters who can work with minimal supervision, stay organised, and remain motivated to meet deadlines and deliver quality outcomes.
- Attention to detail and a proactive approach to problem-solving and information sharing.
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines

## Our Values & Way of Working

In all that we do we are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

## Disability Confident & Reasonable Adjustments

We guarantee to interview anyone with a disability whose application meets the essential criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the Job Description under skill and experience. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your cover letter.

If you have any questions about current vacancies, the recruitment process, or need support, our team is here to help. Whether you're a candidate looking for more information or with an HR query, please don't hesitate to get in touch.

You can contact us directly by emailing [HRPay@volunteeringmatter.org.uk](mailto:HRPay@volunteeringmatter.org.uk), and a member of the team will get back to you as soon as possible.

*This job description is intended to include the broad range of responsibilities and requirements of the job. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.*