



Job Description

Job Title: Personal assistant and volunteer manager

Reference:

Salary: £17,500 per annum

Hours: 37.5 per week

Base: 43 Fore Street, Totnes

Job Purpose:

As PA - to assist the Catalyst in all aspects of work and to undertake projects as required. As volunteer manager – to co-ordinate the roles, inputs and outputs of volunteers working with Transition Network.

Place in organisational structure:

Reporting to the Catalyst, working closely with all other members of staff and, where appropriate, the trustees.

Principal Functions:

To provide a level of secretarial and personal assistance to ensure the smooth and effective running of the Catalyst's work-related affairs and to ensure that volunteers are able to support and extend the work of Transition Network. The PA role shall take precedence.

Key Relationships:

Internal:

External:

Key Responsibilities:

PA

1. To oversee the diary of the Catalyst and to arrange meetings, travel, venues and associated activities.
2. To field and prioritise incoming email, mail and telephone calls and to help reduce interruptions of the Catalyst.
3. To take and relay messages in the absence of the Catalyst ensuring all messages are actioned.
4. To liaise closely with other employees to ensure all communication, either by letter, phone call or email, is actioned promptly and



- appropriately sifting the irrelevant information and ensuring the Catalyst acts where necessary.
5. Working closely with other employees at all times offering support and assistance as needed on all matters with to ensure the smooth running and efficiency of Transition Network.
 6. To liaise with others in the preparation of briefing materials for all meetings and presentations. This might include slides, graphics, or collating a dossier of key correspondence and other material.
 7. To liaise with others to ensure that papers for meetings are ready at least 24 hours beforehand.
 8. To liaise with others to co-ordinate diaries to ensure the effective use of the Catalyst's time.
 9. To undertake secretarial duties, such as filing, word processing and tasks requiring in-depth knowledge of MS Office and familiarity with other IT applications, where appropriate.
 10. To log incoming and outgoing mail and ensure outgoing mail is accompanied by appropriate and accurate enclosures, eg maps, literature etc.
 11. To prepare documents and ensure the accuracy of the content, particularly graphs, tables and statistics.
 12. To type correspondence by copy typing and from personal dictation either by shorthand or direct to computer.
 13. To liaise with the Catalyst to organise and manage travel, venue, timings and meetings for various meetings, presentations etc.
 14. To liaise with the Catalyst in the compilation and dispatch of Board Meeting papers, liaising with relevant staff and Board members ensuring reports are received within the deadline.
 15. To attend the Board meetings to take minutes
 16. To transcribe the minute notes into a word processed document.
 17. To assist with the compilation of internal and external reports.
 18. To arrange internal meetings, compiling and circulating the agenda and minutes.
 19. To maintain confidentiality in regard to sensitive information.
 20. Other tasks as required including specific ad hoc projects covering the whole range of the Catalyst's activities.

Volunteer management

1. To establish, maintain and manage a volunteer programme by:
 - Mapping (initially and on an ongoing basis) areas of Transition Network's work which could be supported by volunteers
 - Liaising with all Transition Network staff, trustees and consultants, on a regular basis, to review and update that mapping
 - Reporting on an agreed basis on the status of the volunteer programme
2. To contribute to the smooth administration of a volunteer programme by:
 - Responding to enquiries from potential volunteers, the public and partner organisations

- Processing new volunteer applications within an agreed time scale
 - Establishing, maintaining and managing a volunteer database
3. To establish, maintain and manage the volunteer related web pages on the Transition Network website by:
 - Managing the design and maintenance of the appropriate pages
 - Reviewing and updating input of those pages
 4. To manage volunteers by:
 - Agreeing work plans with each volunteer
 - Liaising as required with each volunteer to enable the volunteer to deliver the agreed work
 - Providing other practical support as required/appropriate
 5. To be responsible for the general work of the volunteer team and undertake the administrative and practical tasks required to best support and enable volunteers to contribute to the work of Transition Network.

Working Conditions:

The postholder will be based in the office with the rest of the team.

Special Note:

This job description does not form part of the Contract of Employment, but indicates how that Contract should be performed. The job description may be subject to amendment in the light of experience and in consultation with the jobholder.

Compiled: Chair of trustees

Date: May 2009

Personal Specification:

Previous relevant experience, including as a PA
Excellent administrative skills
Excellent IT literacy
Excellent typing skills
Excellent communication and organisational skills
Calm and efficient manner, able to work well under pressure
Flexible and adaptable approach to workload
Sympathetic to the Transition aims
Ability to prioritise workload
Interpersonal skills and ability to deal with a wide range of internal and external people professionally
Ability to pay attention to detail

