



ROLE DESCRIPTION

Job Title:	Volunteer Administration Assistant
Branch:	Manchester & Salford
Location:	Branch office
Reports to:	Branch Manager/Rehoming Supervisor/Office Administrator
Hours:	Flexible, but at least one 4 hour shift per week required to complete adoption support administration duties
Duration:	Minimum 6 month commitment required

1. Purpose of the job

- To provide administrative support to the rehoming team.

2. Dimensions

- Branch Office based.

3. Principal Accountabilities

Administration Support

- a. Completion of adoption paperwork.
- b. Contact adopters to see how their animal is settling in at specified time periods. Record any support needs identified and ensure follow up contact by the rehoming staff.
- c. Updating and maintaining Animal Shelter Manager database.
- d. Reviewing receipt of returned adoption paperwork.
- e. Making up adoption packs
- f. Photocopying, scanning and laminating
- g. Manually filing and archiving animal records.
- h. Assist with the collation, storing and rotation of donated perishable items. Identify when stocks are low and inform rehoming staff.

While at work all staff and volunteers are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Follow Branch policies and procedures for health and safety.

NB. This volunteer job description is a statement of the role agreed in October 2018. It should not be seen as precluding future changes.

Personal Specification

Criteria	Essential	Desirable
Professional/Technical Qualifications	Educated to GCSE level of education or equivalent	Animal care qualification
Experience & Job Knowledge	Comfortable with dogs, cats and/ or small animals	Experience of providing good customer service
Skills & Competencies	Good verbal and written communication skills Computer literate Good attention to detail	Previous experience with databases/data input
Personal Qualities	Sympathy with the RSPCA's aims and policies Self motivated and able to work on your own initiative Willing to undertake a variety of tasks	Experience of working as part of a small team Comfortable talking to people on the phone
Special Circumstances	Able to walk up and down stairs	