



Volunteer Feedback Administrator

Location:

- Civic Centre, Keynsham or working from home

Requirements:

- A few hours per week (volunteering over one or two days)
- We use a Safer Recruitment policy and references and Disclosure and Barring Service (DBS) checks will be carried out before you start

Role Profile:

Sendias Bathnes offers free, impartial and confidential information, advice and support to children and young people between the ages of 0 to 25 with special educational needs and disabilities (SEND) and their parents/carers.

The Volunteer Administrator will contribute to the work of the Sendias Bathnes team by providing administrative support.

Activities:

- Making direct contact with service users, completing surveys with them over the telephone
- Recording service users' answers and feedback on Cross Data (database)
- Providing general information about the Sendias Bathnes Service
- Reporting any service users' questions or concerns to the Sendias Bathnes team via email

We will provide:

- Induction training and support in your volunteering role
- Relevant training to keep your knowledge and skills updated
- Out of pocket expenses can be reimbursed

Person Profile:

- Excellent communication skills and confidence speaking with others over the telephone
- Customer focused, with a courteous and professional manner
- Confidentiality and impartiality
- Basic knowledge of SEND
- Accurate record keeping, complying with Data Protection Act and GDPR
- Experience of using a database (desirable) but not essential. Training will be provided

As a volunteer with Sendias Bathnes you will be required to adhere to our code of conduct policy