



Job Title: Operations & Volunteer Coordinator
Reports to: Operations Manager
Dept/Location: Retail Operations
Hours: 20 hours per week
Contract: Permanent

Our **Vision** is for everyone in North & East Herts to be able to have timely access to wellbeing Care. Our **Mission** is to generate income to fund Garden House Hospice Care

Job Summary

The Operations & Volunteer Coordinator is responsible for;

- Providing high-quality office administration, coordinating internal communications and supporting the recruitment, coordination and engagement of volunteers across Trading Operations.
 - Supporting basic financial administration and bookkeeping activities to assist the smooth running of Trading Operations.
 - The role acts as a central hub for information, communication and coordination, ensuring staff and volunteers are well-informed, supported and aligned.
 - The post holder will play a key role in promoting a positive, inclusive and well-organised working environment, supporting operational efficiency and strong volunteer engagement.
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Office Administration

- Provide comprehensive administrative support across the Retail Donation Centre and Trading Operations.
- Maintain accurate records, databases and filing systems, including volunteer and operational documentation.
- Support compliance and governance requirements through accurate record-keeping and administration.
- Manage office supplies and shared resources.

Finance & Administrative Support

- Provide basic bookkeeping support, including recording financial transactions and maintaining accurate records.
- Assist with processing invoices, expenses and purchase orders in a timely manner.
- Support reconciliation activities and highlight any discrepancies to the Operations Manager or relevant team.
- Maintain organised financial documentation in line with company processes and audit requirements.

Internal Communications

- Coordinate and support internal communications to ensure timely, clear and consistent information sharing.
- Draft, format and distribute internal updates, briefings and notices for staff and volunteers.
- Maintain internal communication channels, including shared drives, noticeboards and digital platforms.
- Support managers with communication relating to operational changes, updates and key messages.
- Promote a values-led culture through clear, supportive and inclusive communication.

Volunteer Coordination

- Act as a key point of contact for volunteers across Trading Operations and the Retail Donation Centre.
- Support volunteer recruitment, onboarding and induction in line with organisational policies.
- Coordinate volunteer availability and ongoing communication.
- Maintain accurate volunteer records, including training, DBS status and compliance documentation.
- Support volunteer engagement, recognition and retention initiatives.
- Work closely with managers and team leaders to understand volunteer needs and capacity.

Communication and Collaboration

- Build effective working relationships with staff, volunteers, managers and wider Hospice teams.
 - Provide a professional, approachable and supportive point of contact for internal and external enquiries.
 - Work collaboratively to support operational effectiveness and a positive workplace culture.
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Skills & Experience

- Previous experience in administration, communications or coordination roles.
- Experience of working with or coordinating volunteers is desirable.
- Basic understanding of bookkeeping or financial administration processes is desirable.
- Experience supporting finance processes (e.g. invoices, expenses or reconciliations) would be advantageous.
- Confident written and verbal communication skills.
- Ability to manage multiple priorities in a busy environment.
- Proactive, approachable and supportive in nature.
- Competent in Microsoft Office, including Outlook, Word and Excel.

T&Cs

- All appointments are subject to pre-employment health screening & DBS checks.

- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- Garden House Hospice Trading is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.
- All staff are expected to work in line with our Mission, Vision, values and Behaviours.

