

VOLUNTEER ROLE DESCRIPTION

Volunteer to Career - Volunteer Internship which includes Pitman Training's National Diploma Programme.

The Volunteer to Career (VtC) pathway offers you the chance to gain useful experience while supporting St Oswald's Hospice as a Volunteer Intern. The role will help you to develop new and existing skills and knowledge. It will give you a helpful insight into what it's like to work in your chosen area and help to build your confidence and boost your employability, making it easier to find a job in the future.

You will also work towards a Pitman Training Diploma. Diploma courses are designed to help you progress your career and are highly respected by employers.

VOLUNTEER TITLE: HR & Volunteer Team Assistant - Volunteer Intern

VOLUNTEER LINK: Susan Freeman, Head of Volunteering

Aims:

To support the People department in managing essential HR functions such as recruitment, volunteer relations, and training ensuring smooth administrative operations.

When / Where:

A minimum of half day or more per week at St Oswald's Hospice, Regent Avenue Gosforth, Newcastle upon Tyne NE3 1EE

Plus a minimum of 4-5 hours per week training (200 hours in total) at Pitman Training Centre, 2 Collingwood Street, Newcastle upon Tyne NE1 1JF where you will be supported by the Pitman Training Staff.

Main Tasks:

Recruitment:

- Assist with preparing recruitment job packs.
- Advertise volunteering roles on online platforms.
- Arrange interviews with candidates.

Volunteer Relations:

- Check in with new volunteers.
- Respond to volunteers' queries.
- Support managers in creating volunteer role descriptions.

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- Post volunteer ads on platforms such as Our Gateshead, Volunteering Matters and LinkedIn etc.
- Maintain accurate records and provide statistical reports on volunteer participation.

Learning and Development:

- Schedule training sessions for volunteers.
- Coordinate new training opportunities for volunteers.

Administration:

- Support the People department with daily administrative tasks.
- Assist with projects and initiatives as assigned.

Skills and Experience:

- Excellent writing and communication skills.
- A good level of English and Maths.
- IT literacy and proficiency in using Microsoft Office, particularly Excel.
- Ability to work well in a team environment.
- Strong attention to detail and organisational skills.
- Ability to prioritise tasks and manage time effectively.
- Passion for personal and professional development.

Additional Info:

Pitman Training course information can be found at:

[HR Assistant Diploma Courses | Pitman Training](#)

Personal Qualities:

- Identifies with St Oswald's Hospice Values and People Charter
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>
- Enthusiastic about Human Resources and volunteer engagement.
- Friendly and approachable attitude.
- Proactive, with a willingness to learn and contribute.
- Reliable and committed to supporting the People department.

Benefits:

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to meet new people and be part of a friendly team.
- Develop key HR skills across recruitment, volunteer relations, training, and administration.
- Work closely with experienced HR professionals and expand professional networks.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.
- The support of Pitman Training staff while completing the Pitman Diploma

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- Access to training and support offered to our Volunteer to Career volunteers.

Essential Processes/ Training (Internal Info):

- ☒ Recruitment Pathway *[On-site]*
- ☒ Minimum age *[18+]*
- ☒ DBS check required *[Enhanced Children]*
- ☒ Health & Safety Training Online *[Non-clinical]*
- ☒ Smartcard Required *[No]*
- ☒ Office Based Risk Assessment
- ☒ St Oswald's Hospice Dress Code