

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: Project Management - Volunteer Intern

VOLUNTEER LINK: Simon Gordon, Director of Strategy and Development

Aims:

This role will support the successful execution of strategy and development projects following the full project lifecycle, from initiation and planning to execution and evaluation.

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:

- Assist in project coordination, supporting project managers in meeting key milestones.
- Track project progress, update schedules, and ensure documentation is maintained.
- Assist in project reporting, including collecting and analysing data to support decision-making.
- Participate in meetings, take minutes, and follow up on action points.
- Contribute to process improvement initiatives within the organisation.

Skills and Experience:

- Interest in project management, administration, or business operations.
- Strong organisational skills with attention to detail.

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- Ability to communicate effectively with different stakeholders.
- Proficiency in Microsoft Office applications, particularly Word, Excel, Outlook, and Teams.
- Analytical and problem-solving skills.

Additional Info:

- Pitman Training course information can be found at: [Project Management Diploma Course | Pitman Training](https://www.pitmantraining.co.uk/project-management-diploma-course)
- This volunteer internship is designed to be flexible, allowing volunteers to balance practical experience with structured learning.
- This role is ideal for individuals looking to start or transition into a career in project management.

Personal Qualities:

- **Identifies with St Oswald's Hospice Values and People Charter** <https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>
- **Organised and Detail-Oriented** – Able to manage tasks, timelines, and resources efficiently.
- **Proactive and Self-Motivated** – Takes initiative and works independently to keep projects on track.
- **Strong Communicator** – Able to clearly convey ideas, update stakeholders, and work with different teams.
- **Problem-Solver** – Thinks critically and finds solutions to challenges that arise during the project.
- **Adaptable and Resilient** – Can adjust to changing priorities and remain calm under pressure.
- **Team Player** – Works well with others and supports collaboration across different roles.
- **Time Management Skills** – Prioritises tasks effectively to meet deadlines.
- **Attention to Detail** – Ensures accuracy and thoroughness in project planning and execution.
- **Commitment and Reliability** – Dedicated to delivering results and following through on responsibilities.

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 develop new skills, experiences and knowledge.
- Gain real-world project management experience in a supportive environment.
- A chance to meet new people and be part of a friendly team.
- 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 *21+*
- ☒ DBS check required *[specify Enhanced Children]*
- ☒ Health & Safety Training Online *Non-clinical*
- ☒ Smartcard Required *[No]*
- ☒ Office Based Risk Assessment
- ☒ St Oswald's Hospice Dress Code