

Services Assistant

Job Description and Person Specification

For more than 45 years, Redbourn Community Group has been connecting and supporting residents of Redbourn. Our main services include finding volunteers to drive residents to medical and wellbeing appointments and organising outings for shopping or socialising. We are now recruiting a Services Assistant to join our Services Coordinator and our hard-working office volunteers to help all our services run smoothly.

Purpose of role

To support the Services Coordinator and office volunteer team in ensuring that the services offered to clients of Redbourn Community Group (RCG) are delivered smoothly and effectively. To deal fluently and appropriately with clients and volunteers by email, phone and in person. To carry out these tasks unsupervised during absences or holidays of the Services Coordinator.

Specific Tasks

The role of Assistant Services Coordinator will focus on the administration of services and communication with clients and volunteers. Tasks will include, but not be restricted to:

- Receiving referrals and requests for medical/wellbeing journeys, entering them on the system and allocating jobs to volunteer car drivers.
- Creating new and updating existing client records.
- Providing designated minibus drivers and couriers with passenger details for regular shopping trip and outings in a timely and efficient manner.
- Managing the Signup system for volunteers, including timely identification of gaps in volunteer cover and updating the corresponding calendar of RCG services provided.
- Answering the office phone and dealing effectively with requests and questions.
- Administration of volunteer and client communications, particularly with regard to medical and wellbeing journeys.
- Carrying out Disclosure and Barring Service checks on new volunteers and undertaking rechecks on existing volunteers in line with RCG Safeguarding Policy.
- Entering and updating volunteer records.
- Keeping volunteer driving licence and car insurance records up to date.
- Listening and being aware of any client needs or volunteer concerns and passing these to the Services Coordinator for further investigation.
- Supporting the volunteer team in managing the outings schedule and occasional events.

- Performing all tasks with consideration and cooperation for the volunteer office team.

Person Specification

The right person for this role will have the following skills and qualities:

Essential

- Fluent spoken and written English language skills
- Fluent and confident user of office technology. In particular, proficient in Microsoft Office Suite, (Outlook, Word and especially Excel)
- Excellent interpersonal communication skills including active listening. Patient and non-judgemental, with the ability to build rapport and maintain trust with service users.
- Capable of working sensitively and maintaining confidentiality.
- Experience of working with a customer relationship management database system
- Capable of managing multiple tasks and able to prioritise effectively.
- Attention to detail and accuracy.
- Flexibility to adapt and willingness to welcome new challenges
- Able to pass an enhanced DBS check
- Ability to work additional hours from time to time to cover for absence of Services Coordinator.

Desirable

- Experience of working in a community, health, social service or charity organisation
- Experience of volunteering or working with volunteers
- Familiarity with the Redbourn community either as a resident or a frequent visitor
- Familiarity with the Charitylog contact management system

Salary and Benefits

- Hours of work - 15 hours per week across three days - ideally 9.30 am-2.30 pm, open to discussion but Thursday working essential
- Reporting to – RCG Services Coordinator
- Salary - £11,250 per annum for a 15 hour week. Reviewed annually
- Pension
- Holiday – 17 days per annum (including public holiday allowance)
- Location – Redbourn Community Group office in Redbourn Village Hall.

Approved by the Trustees

14 July 2025