

# ACTS ADMINISTRATOR

## (VOLUNTEER PROCESSES)



## JOB DESCRIPTION

### TERMS AND CONDITIONS

Post Title: Acts Administrator - Volunteer Processes  
Employed by: Acts Trust  
Hours: 15 Hours per week  
Location: Hybrid - Beaumont Manor, Lincoln, with home working  
Salary: £26,228 (WTE) pro rata £10,491  
Benefits include: Personal Wellbeing and CPD Budgets  
Term: Until 31/3/29 (with the potential to extend, subject to NHS funding)

### DESCRIPTION AND PURPOSE

**Act Trust** is a dynamic Lincoln-based charity founded by Alive Church with a mission to Empower People to End Poverty. To fulfil our mission, we mobilise volunteers and run projects which are constantly adapting and developing. These currently include:

- **Lincoln Foodbank:** Providing emergency food for people in crisis
- **Day Light:** Supporting people to overcome poverty causes through skills and knowledge development (Life Skills, Money Management, Employability, Wellbeing and International Welcome Cafe)
- **Night Light and Twilight Cafes:** Non-clinical, out-of-hours safe spaces every day of the week to support people's mental health in partnership with the NHS and local churches and charities
- **Community Grocery:** Providing low-cost food shopping for membership, alongside support

We are a **passionate** and **determined** team that loves to **learn** and **serve** together. And with 15 years of experience working in the City, we are a **bold**, **empowering** and **reputable force for good**.

The purpose of the Administrator (Volunteer Processes) role is to support Acts Trust project departments administratively with overseeing volunteer recruitment and onboarding processes, record keeping and training

## KEY RESPONSIBILITIES

### Administrative Support:

- Processing of volunteer applications
- Overseeing DBS checks for volunteers
- Maintaining up-to-date and accurate records on our CRM System (Customer Relations Management)
- Organising training and providing administrative support for courses
- Providing administrative support to the Network Leads

### Operations Support:

- Helping to improve the organisational structures and systems within the projects that support the volunteer journey
- Co-delivery of induction and ongoing training for volunteers

Any other duties as requested by the Night Light Network Leads, Night Light Managers, CEO, Senior Leadership Team and Board of Acts Trust, including attending charity-wide events and meetings.

## WHY THIS ROLE MATTERS

Acts Trust projects involve around 300 volunteers who are the bedrock of the support we can offer people. For example, the Night Light, Twilight Networks, and Day Light services across Lincolnshire all enable local volunteers to deliver our projects, supported by team leaders - many of whom are also volunteers. This relies on Acts Trust to provide strong record-keeping and infrastructure. With this, our volunteers can make an incredible impact, supporting people in their communities to be empowered to end poverty in their lives, such as good mental health and financial resilience. Good volunteer administration helps to keep people safe, supported, trained and included. Your role will enable you to use your unique skills and talents to have a real impact on the lives of many people around Lincolnshire; improving mental wellbeing, building financial resilience and employability, reducing reliance on clinical services, and genuinely saving lives.

## WHY JOIN US?

Use your talent to improve people's lives  
Work closely with a motivated and supportive team  
Play your part in our Mission to Empower People to End Poverty

## ABOUT YOU (PERSON SPECIFICATION)

<b>Experience:</b>	<b>Essential/Desirable</b>
Experience of partnership working across organisations	Desired
Experience of working with people with complex challenges	Desired
Experience in managing volunteers	Desired
Experience/involvement of promoting community engagement	Desired
<b>Skills and abilities:</b>	
Excellent interpersonal skills, enabling the post holder to relate well to people from all backgrounds and ethnicities	Essential
Good communication skills – both written and verbally	Essential
Confident/ able to work on own initiative and as part of a team	Essential
Able to prioritise work and demands	Essential
Positive outlook	Essential
Ability to think creatively about developing systems	Essential
<b>Education and training:</b>	
Computer-literate with knowledge of Google Docs	Essential
<b>Other</b>	
Have a willingness to be trained	Essential
Happy to work flexible hours	Essential
Has a passion to work within effective community-run services	Essential
Consent to a Disclosure and Barring Service (DBS) check if one is not already in place.	Essential

Acts Trust actively seeks to recruit the right mix of talent, skills and potential, promoting equality for all, and welcomes applications from a wide range of candidates. We select candidates for interview when their skills, experience, and commitment to our values best match the needs of the role and the organisation. As we are a Christian Charity who primarily works through church partnerships, you will be happy to support and uphold our Christian values and participate in occasional worship services, prayer meetings and events.

**Application Deadline: 26th May at 9am**

Please download an application pack from the Jobs page on our website [Jobs - Acts Trust](#)