



POSITION DESCRIPTION

POSITION TITLE: Volunteer and Foster Administrator

LOCATION: As per agreement

TEAM: Animal Services

REPORTS TO: Volunteer and Foster Lead

DIRECT REPORTS: N/A

PURPOSE:

The Volunteer and Foster Administrator acts as a key member of the National Foster and Volunteer team working to standardise, improve, expand and maintain the SPCA Foster and Volunteer Programme. They actively engage with all Centres and Volunteers within their area to provide excellent and timely information, tools and resources.

The Volunteer and Foster Administrator works collaboratively on the development and ongoing implementation of a national programme of work for Volunteers and Fosterers. This will involve helping identify current practice and areas of improvement and standardisation across the SPCA.

This role will assist in the implementation and maintenance of improved administrative and operational systems, standards, processes, policies and procedures across the volunteer life cycle.

KEY ACCOUNTABILITIES	KEY RESPONSIBILITIES
Administration and support	<ul style="list-style-type: none">• Maintain the systems that enable the National Animal Service Volunteer programme.• Administer and support consistent volunteer processes that reflect SPCA's vision and strategic goals.• Maintain systems for volunteer and foster intake, training, management, reporting, and tracking.• Assist to continuously improve attraction, onboarding, and retention of high-quality centre and foster volunteers.• Support on national volunteer projects to improve collaboration, support, and expansion of community outreach.

<p>Operational duties</p>	<ul style="list-style-type: none"> • Provide exceptionally high standards of service and support to all centre staff, fosterers, volunteers and stakeholders. • Track volunteer and foster inventory and ensure appropriate levels of foster supplies are maintained. • Process, review, interview and progress centre and foster volunteer applicants. • Schedule volunteer inductions, shifts, training sessions, foster appointments and events. • Answer calls, emails and messages in a timely manner with accurate and helpful information. • Provide thorough induction, training, development and team integration materials for all centre and foster volunteers. • Provide recognition for volunteer contributions. • Develop tools and procedures to retain committed, capable, and enthusiastic volunteers long-term.
<p>Insight development</p>	<ul style="list-style-type: none"> • Compile audits across SPCA centres to ensure alignment with national standards. • Assist in the administration of surveys and collect input from fosterers, volunteers, and staff to identify strengths and improvement areas. • Explore opportunities to enhance efficiency and improve experiences for all stakeholders. • Create clear, informative presentations and reports based on insights and data analysis.
<p>Data management</p>	<ul style="list-style-type: none"> • Utilise technology effectively to manage all the information and data concerning volunteers and fosters. • Complete all administrative and reporting requirements in an accurate and timely manner. • Follow process in the collection, storage, and usage of all information. • Work to capture and analyse metrics at all stages of the Volunteer lifecycle to enable data directed decision making.
<p>Resource Creation</p>	<ul style="list-style-type: none"> • Deliverables meet predefined standards, quality, and functionality. • Contribute to post-delivery reviews and process improvements. • Support in the creation and upkeep of a national library of standardised resources. • Support in the development and administration of standardised training modules and materials for staff, centre and foster volunteers.

Teamwork	<ul style="list-style-type: none"> • Participates as a professional and constructive member of the Animal Services Team. • Attends team meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA. • Acts professionally and non-judgmentally. • Embodies the SPCA values and strives to achieve the SPCA Mission.
Development	<ul style="list-style-type: none"> • Proactively pursue learning and development opportunities for self. • Complete all required training and comply with role-specific learning. • Maintain and continuously expand skills and competencies to perform the role at the highest standard. • Work on personalised training and development goals.
Health & Safety	<ul style="list-style-type: none"> • Ensure compliance with the Health and Safety Act 2015 by taking reasonable care of your own health and safety and ensure that you don't cause harm to others. • Comply with all health and safety instructions, policies or procedures, including but not limited to; <ul style="list-style-type: none"> ○ reporting incidents and unsafe practices as soon as they occur ○ identifying risks, reporting them and taking appropriate action to mitigate them ○ knowledge, and compliance of, emergency procedures ○ completing mandatory training within the required timeframes.
Other duties	<ul style="list-style-type: none"> • Provide support and assistance to SPCA events and campaigns as requested. • The duties and responsibilities outlined above are not intended to be a complete or exhaustive list. • The Employer may amend these responsibilities as needed to adapt to changing conditions and support the overall mission of the organisation.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and management
- All foster and centre volunteers

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Contractors, external suppliers, partner organisations and business associates
- Community and corporate groups
- Donors, supporters, and members of the public
- Other animal welfare agencies, rescue groups and charities
- Members of the public

PERSON SPECIFICATION:***Qualifications & experience***

- Proven expertise in volunteer and foster management
- High level of administration skills and knowledge
- Intermediate technology skills including the use of social media, LLMs, Database Management and Microsoft suite
- Applicable qualification e.g. animal care, communications or administration is desirable
- Maintains a full, clean drivers licence

Skills & competencies

- Excellent work ethic and reliability
- Demonstrates a high level of accuracy and attention to detail in complex tasks and systems
- Maintains professionalism and integrity in all interactions
- Responds empathetically in emotionally challenging situations; remains calm and resilient under pressure
- Communicates clearly and confidently across diverse audiences
- Plans and prioritises effectively; manages multiple responsibilities and adapts to shifting demands
- Proactively identifies opportunities for improvement; applies sound judgement to solve problems
- Collaborates effectively across teams and functions; contributes to a positive and productive working environment
- Maintains a customer-focused approach, ensuring positive experiences for volunteers, fosterers, and the wider community
- Contributes to long-term planning and continuous improvement initiatives
- Demonstrates understanding of and alignment with SPCA's mission, values, and strategic goals