



JOB DESCRIPTION

HR AND VOLUNTEER ADMINISTRATOR



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Ogier Global (UK) Limited, 4th Floor, 3 St Helen's Place, London, EC3A 6A

JOB PURPOSE

Reporting to the Head of People and Values with a dotted line to the Volunteer Manager, this role is responsible for the professional administrative support to all managers and employees, including but not limited to, recruitment, onboarding, volunteers and administration relating to the employee life cycle.

**HR AND VOLUNTEER
ADMINISTRATOR**

DEPARTMENT
People and Values

HOURS
Full Time (35 Hours per Week)

CONTRACT
Fixed term contract
(9 – 12 months)

REPORTS TO
Head of People and Values /
Volunteer Manager

LOCATION
Jersey Zoo



KEY RESPONSIBILITIES

GENERAL ADMINISTRATION DUTIES

- Develop and maintain effective administrative systems and procedures to provide support for People and Values activities.
- Ensure up-to-date document templates are maintained to support the People and Values function.
- Manage and coordinate responses to enquiries via People and Values generic email accounts.
- Responsible for updating all telephone lists, organisation charts, and any other internal listings which may be relevant.
- Comply with data protection guidelines.
- General administrative and ad-hoc duties as required by the People and Values Team.
- Liaise with employees across the organisation and deal with queries on an ad-hoc basis, with support from the People and Values Advisor.

RECRUITMENT ADMINISTRATION DUTIES

- Oversee the preparation of all required new starter and volunteer paperwork.
- Completion of the starter checklists.
- Provide effective, accurate and responsive administration support to recruiting managers across the organisation in adherence with agreed service level agreements.
- Ensuring the timely return of all recruitment paperwork (inclusive of interview notes), ensuring it is completed and up to date.
- Ensure the accurate and timely production of all relevant correspondence relating to recruitment and selection.
- Provide a positive and responsive experience to all candidates who apply to DWCT.
- Support with undertaking first/second round interviews where required.

EMPLOYEE LIFECYCLE ADMINISTRATION DUTIES

- Ensure comprehensive and accurate employee records are well maintained and that periodic audit of records is undertaken.
- Ensure staff references are taken up with previous employers as soon as appointment has been confirmed.
- Assist with the coordination and delivery of induction arrangements for new starters and volunteers.

VOLUNTEER ADMINISTRATION DUTIES

- Support with volunteer requests and the volunteer application process.
- Coordinate volunteer activities and activity rotas across the site ensuring adherence with our policies and procedures.
- To support all volunteer activities, policies, processes, communications and administration.
- Ensure the accurate recording and maintenance of volunteer records and time recorded through 'better impact' volunteer software.
- To collect and create content for the volunteer newsletter.
- To liaise and support volunteers with volunteer ID, uniform and recording of time.
- Support the Volunteer Manager in the development and delivery of talks, events and presentations.

KNOWLEDGE, SKILL AND ABILITY

- Generalist HR administration experience.
 - Excellent verbal, written, communication and interpersonal skills.
 - Highly organised with a good attention to detail.
 - Ability to work independently, work on one's own initiative, as well as the confidence to deal with colleagues at all levels.
 - High level of IT literacy and ability to adapt to new computer programmes or systems as required.
 - Understanding of data protection practices.
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BEHAVIOURS AND VALUES

- A passion and genuine interest in Durrell's strategy, purpose, and values.
- Flexible and teamwork-based approach.
- Enthusiastic and takes a 'people driven' supportive approach.
- Proactive and positive, 'can do' attitude.



INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.

