



Job Description

Title:	Volunteer Order Administrator
Accountable to:	Interim Order Officer
Line Manager:	Director of People
Salary:	N/A
Hours:	16 hrs per week
Location:	National Headquarters, Cardiff

Job Purpose:

To provide administrative support to the Order Department.

Core Tasks:

1. To type standard letters relating to Order matters.
2. To assist in keeping Order records up to date.
3. To respond to basic Order enquiries via telephone, letter and email.
4. To prepare and dispatch diplomas to newly promoted and admitted members of the Order. Prepare Life Saving Certificates, Warrants of Appointments and Priory Votes of Thanks.
5. To update members' records on Brigade Online Management System (BOMS) with various honours and awards received.
6. To support the Interim Order Officer in the organisation of Order events including the Annual Investiture Service.
7. Ensure compliance with Data Protection Legislation.

Person Specification

Requirements:	Essential:	Desirable:	Method Supporting Assessment:
Education / Qualifications			
5 GCSEs at Grade C or above or equivalent level of qualification	√		Application Form
Experience			
Ability to write clear and comprehensible notes and records	√		Application Form
Sufficient computer literacy to undertake simple typing in order to send emails, type letters and input data accurately	√		Application Form / Interview
Skills, knowledge and abilities			
Accuracy and Attention to Detail	√		Interview
Ability to prioritise tasks and workload	√		Interview
Good oral & written communication skills	√		Application Form
Attention to detail in filing, collating documents, compiling packs etc.	√		Interview
Excellent telephone manner	√		Interview
Personal Attributes			
Customer Care; able to demonstrate commitments to St John's values and behaviours	√		Interview
Understanding of the need for confidentiality	√		Interview
Enthusiastic and self-motivated	√		Interview
Friendly and approachable	√		Interview
Ability to work as a team	√		Interview
Willing to be flexible and to work evening and weekends if required	√		Interview