

The Besom in Camberley...

...is a Charity which acts as the bridge between those who want to give and those in need.

All our services are free. We have seen that it is vital that anything we give is of the highest quality: if someone has no choice, they must have the best!"

The BESOM provides various packs:

- Food Packs / Kitchen Starter Packs / New Mum Packs / Bedding & Towel Packs
- Small Electrical (Kettle/Toaster etc.)

These are provided only on referral, by local Children Centres & Nurseries, Camberley Frontline, Citizens Advice, Churches in and around Camberley, Schools, Accent (Housing Association), Doctors & Health visitors, Family Support Workers, Mental Health Team etc.

(Registered Charity Number 1160548) The BESOM in Camberley was Constituted in 18_02_2015 but has been operating for over 15 years

Role description for Part-time Volunteer Referral Administrator

Role: To carry out the data entry and maintenance of referrals & to respond to referrers during warehouse out of hours (this is a job share and days are flexible to be agreed)

Reporting to: The Project lead

Person specification:

- To be a person of integrity
- To be computer literate (Excel, Word, Email) & willing to use WhatsApp on a mobile device
- To respect the confidential nature of the information in their possession
- When on duty to be available to check emails on occasions through out the day approximately 1-2
- To be able and willing to learn to enter and maintain records in our Referral Management System
- To generate & amend letters from the Referral Management System and edit if necessary
- Basic DBS required
- Sign our "Expectations of Behaviour" policy & Declaration of Suitability
- Be sympathetic to our Christian Ethos

Key Roles and Responsibilities:

Daily (when on duty: afternoons and potentially Wednesday mornings)

- To check the Besom google mailbox on occasions throughout the day and to acknowledge new referrals when submitted by referrers during warehouse out of hours
- If necessary, respond to referrers with any questions regarding referrals (i.e. if information is missing)
- To accurately enter new referrals into the referral system
- To generate client letters from the system and send to Shift leads
- To communicate the number of daily referrals to the teams via WhatsApp as necessary

Weekly (when on duty over the weekend)

- To produce the next week's compliment slips

Notes:

- Ideally the individual will have use of their own computer (which is kept secure) but if this is a problem then there are other options available
- This can be done from the Volunteers own home or other secure location
- There is potential for this role to evolve should it be deemed appropriate to both the Volunteer and Project Lead
- Will be covered by Charity Insurance