

**Administration Coordinator &
Administration Support Member
Voluntary Role x 2**

Expected volunteer commitment:	Coordinator varies week to week, can be up to 15hrs a week. Admin Support up to 7 hrs a week
Reporting to:	CtC Core Team
Supported by:	Admin Team
Expected term of office:	Ongoing
How to apply:	Send CV or LinkedIn profile plus covering paragraph about your relevant experience and availability to: info@coachingthroughcovid.org with the subject line 'Application – Admin Support'

We are seeking at least two volunteers for whom the following workload can be split or arranged to suit the hours each person is willing to offer us.

Primary Responsibilities:

Both Roles

To support the CTC Core Team and network of around 300 Coaches in the delivery of pro bono coaching to NHS and Care home key workers affected by the COVID-19 pandemic.

- To embody the ethos and values of CtC through a compassionate leadership approach.

In addition, for Co-ordinator Role

- Being the main point of liaison between the Admin Team and the Core Team.
- Leading and supporting the Admin Team, overseeing a team of 4 P/T volunteers.
- Monitoring and assessing the admin processes and check they are running smoothly and efficiently with an agile, professional approach.
- Managing the use and updating of Basecamp project management system

Key Tasks

Emails: Monitoring the CTC inbox:

- Daily checking of inbox & responding to queries from coaches, coachees and supervisors as well as the Core Team
- Coaching session updates recorded in an Excel file
- Sending feedback requests by email to coachees at various stages of the programme

Coachee Matching: Matching coachees to an available coach:

- Bi-Weekly download of new coachee applications from online application form
- Filtering by various criteria to ascertain best coach match
- Selecting an available coach and updating the database
- Communicating the match to both coachee and coach by email

Workshops and Group sessions: Admin of bookings and communications:

- Setting up Doodle polls covering a set period of booking slots, which are communicated to coaches at regular intervals by email.
- Checking the poll 3 times per week (Mon-Wed-Fri) for bookings – weeding out duplicates, incomplete names etc.
- Sending attendance lists to hosts 1 week in advance or arranging cancellation if insufficient bookings.
- Answering queries by email as they come in – from coaches or hosts.

MS Forms management: Maintenance of online forms:

- Access will be given to various forms used to gather information such as feedback, capacity etc as well as main application forms, using the MS Forms platform.
- Making amendments to the forms if needed, such as adding or removing questions, rewording etc.
- Downloading response data by exporting to Excel and saving to the CTC team systems.

Coach Applications: Facilitating smooth onboarding of coaches:

- Fortnightly download of new applications & saving to central system, with some filtering required.
- Communicating decisions to coaches by email once applications are processed,.
- Central systems updated accordingly.

Communications: Admin of professional communications with our team and Focal Point partners:

- Assisting with proofing/finishing general email newsletters sent to coaches or organisational contacts.
- Checking or inserting hyperlinks to relevant content, including Doodle polls as above.
- Sending emails out to Coaches and Focal Points.

Basecamp Project Management System

- Managing upkeep of Basecamp
- Overseeing the folders and files are up to date and correct
- Responsible for the To Do list and various actions
- Keeping Basecamp comms organized and actions completed

Skills and experience required:

Required – Both roles:

- Excellent administration skills
- Excellent relationship management and customer service skills
- An excellent understanding of MS Office, including MS Forms if possible
- Good planning and organisational skills
- Excellent communication skills
- The ability to be proactive in seeking resolution of queries
- The ability to work flexibly and virtually
- Experience of working with a virtual team
- A willingness to learn Basecamp, or a working knowledge of it

In addition, for Co-ordinator role:

- Excellent team management skills

Preferred (both roles):

- Experience of working with coaches or other helping professions
- Experience of working in a not-for-profit or volunteer-led organization

Who we are

Coaching through Covid was established in March 2020 in response to the pressures we perceived front line staff in the NHS and Care sector were. Since then we have matched over 500 frontline staff with over 300 coaches.

We want to be of service to key workers by offering high-quality professional inclusive coaching and other timely, demand-led interventions which are bespoke to individual needs and schedules. Our Aim is to support staff to find meaning, learning and growth from their experiences, attend to their own wellbeing and deliver sustainable care to those they serve.

Being a Volunteer with [Coaching Through COVID](#)

Everyone in the CTC team is a volunteer, giving their time pro bono to provide support to our key workers throughout this difficult time. We meet virtually as a team once a week each Thursday to check on everyone's wellbeing, discuss emergent issues and perspectives and review a set agenda of progress and immediate matters of resource and administration. Everyone

is invited to the meeting but, given the voluntary nature of this project, there's no obligation placed on anyone to attend every meeting.

“I volunteered for the CtC Admin team in September 2020. I had lost a close friend to Covid and I wanted to do something to support the NHS teams who had battled to save my friend. CtC is a family who support each other. Its inclusive, supportive and I have enjoyed being part of this amazing team. I have been able to combine my commitment to CtC with work and family life”.

Carrie Rooney Admin Team

Our Values

- Be of service
- Reduce suffering
- Do no harm
- Agile
- Courage
- Follow an ethical compass without ego
- Check intentions and ‘Do the right thing’
- Collaborate
- Compassionate leadership
- Inclusiveness & diversity

Core Team

[Carole Osterweil](#) – Visible Dynamics

[Lindsay Wittenberg](#) – Lindsay Wittenberg Ltd

[Liz Hall](#) – Liz Hall Coaching & Coaching at Work magazine

[Dr Raviro Mangwiro](#) – consultant anaesthetist, Royal Free Hospital

Dr Kate Sheratt -consultant anesthesiologist Royal Free Hospital

[Sasi Panchal](#) – project management specialist and leadership coach

[Ella Clark](#) -Marketing/Social Media

[Carrie Rooney](#)- Admin Team

Nicky Bradley -Website

David Elliot – Database Management

Maria Foxwell-Risk Management