

Administration Support Member

Voluntary Role

Expected volunteer commitment:	Admin Support up to 7 hrs a week
Reporting to:	CtCaB 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'

Primary Responsibilities:

To support the existing Admin Team, the wider CTCaB 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 CtCaB through a compassionate leadership approach.

Key Tasks

Emails: Monitoring the CTCaB inbox:

- Checking of inbox & responding to queries from coaches, clients and supervisors as well as the Core Team on a rota basis
- Coaching session updates recorded in an Excel file
- Sending feedback requests by email to clients at various stages of the programme

Provide back up on client Matching when our existing volunteer is unavailable: Matching clients 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 client 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 regularly 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.

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.

Skills and experience required:

Required

- 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

Preferred

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

Who we are

Coaching through Covid & Beyond 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 and Beyond](#)

Everyone in the CTCaB team is a volunteer, giving their time pro bono to provide support to our key workers throughout this difficult time. There is a strategy meeting each Thursday to 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. Admin meetings take place when needed with most communication carried out on Basecamp or by email. Our Admin Coordinator Sarah Haler will be available for queries and training.

"I volunteered for the CtCaB 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. CtCaB 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 CtCaB with work and family life".

Carrie Rooney former Volunteer on the 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

Dr Ciara Donohue – consultant anaesthetist, Royal Free Hospital

[Christina Silver](#)

[David Elliott](#)

[David Skinner](#)

[Fiona Setch](#)

Kay Parker

[Lindsay Wittenberg](#) – Lindsay Wittenberg Ltd

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

[Maria Foxwell](#)

[Nicky Bradley](#)

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

[Rosanne Green](#)

[Sarah Haler](#)