

Volunteer role for Regional Administrator

Charity objective

The objective of the British Chihuahua Rescue (BCR) shall be to relieve the suffering and distress of Chihuahua dogs in need of care, attention or rehoming because of ill treatment, hardship, neglect or change of circumstances.

Role Overview

By supporting the Regional Lead (who has responsibility for a defined geographical area based on postcode), the Regional Administrator plays a vital role in helping the process from dogs arriving into the charity following relinquishment through to their adoption to their forever home.

Key Responsibilities

- With responsibility for all administrative support for the regional team, you will produce and send acceptance, holding and rejection emails to volunteer and adoption applications. You will assist the regional foster team with the important task of pre-populating adoption and transfer of ownership forms in advance of dogs being adopted, typically the day before and provide a link to the documents that can be accessed and completed on the day of adoption.
- You will support the Regional Lead by helping new or inexperienced fosterers with process support and locating important documents.
- You will be responsible for some data entry and producing some reporting information for the Regional Lead.
- This is a part time role and the tasks can fit around your daily routine as required.
- This position requires a compassionate, organised individual who can balance empathy for pet owners with the best interests of the dogs and the charity.
- To ensure that all necessary paperwork is completed and processed through the appropriate channels and meets with the guidelines defined by the British Chihuahua Rescue.

General skills requirements

- **Essential:** Strong attention to detail; ability to reconcile information across multiple sources; Intermediate level experience in Excel/Google Sheets and systems; ability to handle sensitive information appropriately.
- **Essential:** Clear written and verbal communication and the ability to work collaboratively with colleagues.
- **Desirable:** Previous administration experience, ideally within a charity.

Data protection and confidentiality

This role requires access to personal data (internal and external) and finance records. The postholder must handle information confidentially, comply with UK GDPR and the Data Protection Act 2018, and follow the charity's data handling, retention, and information security procedures at all times.