

Job Description & Person Specification - Volunteer Centre Co-ordinator

Job Title:	Volunteer Centre Co-ordinator
Salary:	£ 27,815 - £30,531 (pro-rata)
Responsible to:	Support Services Manager
Hours of Work:	35 Hours per week (with some evening and weekend work)
Place of Work:	Community Base and home-working TBC
Annual Leave entitlement:	28 days per year
Pension:	5%
Other details:	1 month notice period

Job Description

Main purpose of job:

To co-ordinate and deliver the volunteering support services of the Volunteer Centre, including on-line, face to face and business sector volunteering brokerage; promotion of the service to the Voluntary and Community Sector, including outreach; development of good practice in working alongside volunteers across the sector, including the coordination of a volunteer coordinators' forum. Actively promote inclusion in all aspects of the above.

Enabling people to volunteer and organisations to find the volunteers they need

1. Coordinate and develop a team of volunteers who deliver online, telephone and face to face brokerage services to volunteers and voluntary and community sector organisations.
2. Ensure Volunteer Centre brokerage services are accessible and inclusive, working with partners to understand and develop opportunities for all to engage in volunteering.
3. Develop CW's internal volunteering programme to reflect core values of equality and diversity.
4. Engage the public in volunteering and raise awareness of the role of the volunteering.
5. Co-ordinate publishing of volunteering information relating to volunteering opportunities through Volunteer Centre online networks.
6. Support the development of innovative ways of encouraging volunteer participation.
7. Support local businesses to engage in employer supported volunteering and broker opportunities including team challenge days.

Promoting high-quality and inclusive volunteering

8. Provide up to date information both on and offline that supports the embedding of good practice in working with volunteers, including the facilitation of a network and associated network activity.
9. Provide one-to-one capacity building advice and support to organisations on all aspects of working with volunteers.
10. Co-ordinate gathering of learning needs of those responsible for managing volunteers and organise corresponding learning opportunities in liaison with Advice and Support Co-ordinator.

Raising the profile of volunteering

11. Work with the Central Services Team and the Representation and Partnership Team to ensure that volunteering support services are integrated and marketed effectively as part of the wider membership offer.
12. Ensure that volunteering is celebrated through engagement with and co-ordinated activity around local and national campaigns such as Volunteers' Week.
13. Work with the Sector Support Team, and the Representation and Partnership Team to ensure that key information in relation to the value of volunteering and the sector's support needs in relation to volunteering is communicated to the key decision-makers at local and national level.

General responsibilities

14. Work within an equal opportunity and diversity framework.
15. To contribute to work on events, networks and communications as necessary, including the writing of the Annual Report and organisation of the Annual General meeting.
16. Use agreed monitoring and evaluation systems to ensure that qualitative and quantitative support service delivery targets are achieved.
17. Ensure that data is entered in to the CRM system so that case management can be effective across the organisation.
18. Monitor and evaluate the work, including developing case studies and other evidence to illustrate the impact and value of the representative and member engagement work.
19. Keep up to date with national, regional and local developments which affect volunteering.
20. Engage support and supervise volunteers as appropriate / required.
21. Participate in and work closely with colleagues on fundraising activities as required.
22. Update and implement policies and procedures.
23. To prioritise work, and work to deadlines.
24. Self-manage and work as part of a team.
25. Use ICT for general administrative duties including word processing, spreadsheets, email and databases.
26. Work in accordance with the values, policies and procedures of the organisation.
27. To attend staff meetings, supervision and training as required.
28. Carry out other duties appropriate to the role, responsibilities and grading of the post.

Person specification

Applicants must be able to demonstrate the ability to:

1. Understand best practice in working alongside volunteers
2. Develop and deliver volunteering infrastructure support services including volunteering brokerage.
3. Be an effective volunteer coordinator including the development and growth of volunteering programmes.
4. Understand and commit to listening to and working with people from marginalised communities.
5. Work with a diverse range of people and organisations and be an effective communicator in both verbal and written forms
6. Work with a person centred, non-judgmental and empowering approach

7. Deliver advice and support to organisations on volunteering development and delivery from strategic level through to frontline activity.
8. Engage and co-ordinate businesses in volunteering activity.
9. Co-ordinate and facilitate a learning and peer support network.
10. Network and work in partnership with people from the voluntary, public and private sectors.
11. Be pro-active and self-starting in the development of projects as well as work under pressure.
12. Understand the benefits of ongoing professional development, including reflective practice
13. Have a good level of IT literacy