

Volunteering Co-ordinator Job Description



Reports to:	Head of HR
Direct reports:	None
Supervises	Volunteers
Hours	Part time, 18.5 hours per week

The Role

Volunteers play a key role in our continued success and we want to ensure that they are valued and motivated and the volunteering scheme fully embedded in all the services we deliver to support and build families. We currently have about 35 volunteers who work in a range of roles across the charity including office duties, fundraising, support for our community projects and social work student placements.

This role is responsible for developing and managing volunteering opportunities and for promoting the volunteer programme throughout PACT as well as with external partners. In addition, the Volunteering Co-ordinator provides support to both volunteers and staff working alongside volunteers by coordinating all aspects of PACT's volunteering programme, including recruitment and general administration and for ensuring that volunteers receive a positive and worthwhile experience with PACT.

This is an exciting role supporting a priority area for PACT, and therefore requires someone who is creative and enthusiastic as well as being well organised and able to pay good attention to detail. They will also be able to work occasional evenings and weekends, be a team player and have a passion for supporting and building families.

Key Tasks

<input type="checkbox"/>	To work closely with colleagues across all departments to identify opportunities for volunteers that add value and contribute effectively to PACT's services as well as providing a valuable and worthwhile experience for the volunteer
<input type="checkbox"/>	To prepare volunteer role descriptions that accurately reflect the needs of the business. To recruit and select new volunteers in conjunction with colleagues, in particular targeting groups with specific skills
<input type="checkbox"/>	To ensure all volunteer recruitment activity is carried out in accordance with PACT's safer recruitment and equality and diversity policies and relevant legislation
<input type="checkbox"/>	To present a positive public image of PACT through professional and positive interaction with volunteers and/or potential volunteers
<input type="checkbox"/>	To develop successful links and contacts for promoting PACT's volunteering scheme for instance attendance at job fairs, social media, volunteer networks, colleges and universities

<input type="checkbox"/>	To promote the effective involvement of volunteers and provide guidance and support to managers to enable them to maximize the potential use of volunteers
<input type="checkbox"/>	To provide ongoing support for volunteers, ensuring they receive proper induction and training and to be their key point of contact. To provide regular reviews and ensure that volunteers receive regular support and supervision
<input type="checkbox"/>	To organise the annual volunteer social
<input type="checkbox"/>	To ensure volunteers receive regular communication and updates on PACT news/events etc. To develop, establish and support effective mechanisms for communicating and engaging with volunteers so that they feel part of PACT
<input type="checkbox"/>	To monitor when volunteers leave and their reasons and make any recommendations for improvements from lessons learnt. To conduct the annual volunteer survey and implement any recommendations to develop the volunteer programme
<input type="checkbox"/>	To monitor and evaluate the services provided by volunteers, providing regular reports for the business. To gather volunteering news and stories for publication and acknowledgement of the contribution of volunteers (in liaison with the Head of Communications and Marketing)
<input type="checkbox"/>	To monitor expenditure on volunteer training and to administer the payment and authorisation of volunteer expense claims
<input type="checkbox"/>	To undertake any other duties deemed commensurate with this post as directed by the line manager
<input type="checkbox"/>	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
<input type="checkbox"/>	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times

Person specification

Essential Attributes	
<input type="checkbox"/>	Commitment to and enthusiasm for the aims of the organisation, ability to represent and be an advocate of PACT
<input type="checkbox"/>	Experience of managing groups of volunteers, including their recruitment and selection
<input type="checkbox"/>	An understanding of people's motivations to volunteer
<input type="checkbox"/>	Strong interpersonal skills, with a positive can-do attitude
<input type="checkbox"/>	Good organisation skills with an ability to plan and prioritise, and manage a varied workload to deadlines

<input type="checkbox"/>	The ability to develop good working relationships with colleagues and external stakeholders
<input type="checkbox"/>	Good communication skills – written and verbal (public speaking) with high attention to detail
<input type="checkbox"/>	Competent in the use of Microsoft software packages (specifically Word and Excel)
<input type="checkbox"/>	Experience of problem solving and ability to find workable solutions to potential obstacles (including influencing others)
<input type="checkbox"/>	A strong commitment to volunteering and understanding of what volunteer services do
<input type="checkbox"/>	Strong customer service focus
<input type="checkbox"/>	Commitment to promoting equal opportunities and diversity in the workplace
<input type="checkbox"/>	Good understanding of legal and regulatory requirements in relation to volunteering
<input type="checkbox"/>	Satisfactory Standard DBS check

Desirable Attributes	
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<input type="checkbox"/>	Experience of raising the internal and external profile of a volunteer service, through recruitment drives, marketing campaigns and other related activities
<input type="checkbox"/>	Experience of working in the not for profit or charity sector
<input type="checkbox"/>	Understanding of safeguarding in relation to recruitment
<input type="checkbox"/>	Full UK drivers licence and access to own car
<input type="checkbox"/>	Flexible working hours (occasional evenings and weekends)