

Job Description

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| JOB TITLE: | Volunteer Coordinator (part-time) |
| HOURS: | 2 days/ 14 hours a week Wednesdays 11am to 4pm and flexible in-centre |
| SALARY: | £24,000 pro rata |
| RESPONSIBLE TO: | Centre Manager |
| RESPONSIBLE FOR: | All Volunteers |

As this post involves regular contact with vulnerable groups an Enhanced DBS check is required.

Summary of Job:

To play a key role in developing a core programme which uses volunteering as a practical resource to deliver our activities but also unlocks the incredible skills and knowledge in our neighbourhood.

This job is to centralise and coordinate volunteering at Holloway Neighbourhood Group (HNG), building a clear offer for volunteers, inspiring wider participation and engaging different groups in the charity. Our current volunteer opportunities include digital inclusion, in touch (phone check ins with members unable to attend the centre in person), front of house and gardening.

The post holder will be responsible for developing and delivering drop-in activities (currently the Warm Room) and staffing the front desks through the effective recruitment and retention of volunteers.

Main Tasks and Duties:

1. To work with management team to identify volunteer opportunities and develop role descriptions and risk assessments.
2. To lead on the recruitment of volunteers, advertising opportunities, taking up references and DBS checks.
3. To induct all volunteers and lead on training and development, managing the volunteer journey and progression.
4. To lead on drop-in activities (Warm Room) ensuring volunteers are in place to prepare the room, tidy up afterwards, purchase snacks and materials and generally create a warm and welcoming space.

5. To build knowledge of local offer, cascading information through volunteers to individuals including signposting advice and encouragement to participate in other activities.
6. To ensure that high standards are maintained (specifically in regard to confidentiality, safeguarding, diversity and inclusion).
7. To be responsible for all volunteer data and assist (personally and by developing volunteers) in the collection of monitoring and evaluation information, including updating registration and attendance records, undertaking surveys, focus groups and case studies.
8. To provide reception and admin cover (personally and by developing volunteers able to take on this role) including:
 - Opening and closing the building
 - Reimbursement of expenses

General Responsibilities:

1. Participate in regular line management meetings and attend training events as required.
2. Ensure that all HNG policies and procedures are adhered to, particularly those relating to Health and Safety, Confidentiality, Equal Opportunities, the Environment, and Safeguarding.
3. Undertake any other duties that may be required which are commensurate with the role.

Person Specification:

1. Experience working in a community setting, working with different people and creating a warm and welcoming environment.
2. Experience of volunteering and understanding of the wide range of reasons people may give time to Holloway Neighbourhood Group.
3. Able to find commonality and consistency in approach, supporting the team to ensure volunteers have all the essentials.
4. Flexible and responsive to changing needs.
5. A good communicator able to build connections with lots of different people, and experience of supporting individual personal and professional development.
6. A good understanding of different motivations and outcomes for volunteers, able to recognise and celebrate individual successes. (Experience or understanding of training and development of volunteers and advantage).
7. Confident using IT systems, notably databases and communication tools (emails).