



POST: Volunteer Coordinator
SALARY: £27,951 (pro rata for 4 days/30 hours a week)
REPORTS TO: External Affairs Manager

MAIN PURPOSE OF JOB

Responsible for recruiting, training and supporting volunteers for all aspects of women@thewell. Also responsible for supporting general HR administration, fundraising, events, marketing and communications activities

MAIN DUTIES AND RESPONSIBILITIES

Human Resources

1. Recruit, train and support volunteers for all aspects of the organisations work
2. Support other staff (particularly Co-Team leaders) with supporting and engaging volunteers
3. Setup and manage the administration systems for volunteers to meet the developing needs of the business
4. Develop a system for recruiting and supporting ad hoc volunteers with specific skill sets e.g. interpreting and events
5. Supporting and monitoring use of the induction system for volunteers
6. Develop new strands of volunteering to support the organisations strategic aims e.g. corporate volunteers
7. Oversee the annual training programme for volunteers
8. Carry out administration relating to DBS checks as per current guidelines and maintain records of these checks
9. Review and develop volunteer policies and procedures as scheduled or necessary, and keep up to date with legislation and good practice
10. Coordinate and support opportunities for placements e.g. of Religious Orders/students and interns within services
11. Provide Human Resources administration and compliance support to recruiting managers, including advertising roles, administering applications, seeking references, and reviewing and supporting the development of staff induction materials

Reporting, IT, marketing and communications

12. Produce reports and statistics allowing the charity to monitor volunteers
13. Support the External Affairs Manager to ensure the charity meets its statutory reporting requirements in relation to volunteering
14. Produce data reports for the External Affairs Manager and Director to enable production of reports for funders on funding grants related to volunteering
15. Assist with the organisation and administration of w@w events
16. Support the services teams to gather feedback, case studies, quotes and other material to demonstrate the value of w@w's work
17. Support the External Affairs Manager with production of internal and external newsletters and other communications
18. Support the External Affairs Manager to develop and update as necessary promotional materials such as leaflets
19. Support the External Affairs Manager and the Exiting Employability Case worker on development of the website

Health & Safety

20. Be aware of and comply with policies and procedures for safe working practices for the women, staff, volunteers and visitors
21. Ensure familiarity with the emergency procedures of the Charity

Staff Management and Team-working

22. Ensure line-management and supervision takes place for all volunteers as appropriate to their role
23. Participate in day to day delivery of the organisations services where necessary
24. Participate in organisational and team meetings
25. Recruit and induct new volunteers
26. Take responsibility for individual and operational aims and objectives to ensure a cohesive and professional working environment at all times
27. Provide cover for other staff roles that are at a similar level and within skills where this supports the continued smooth running of the organisation
28. The post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity

Other information

w@w is a dynamic charity, therefore changes in the core duties and responsibilities of the role may evolve as the organisation develops. These guidelines are not a term or condition of contract.

Each post holder is expected to contribute to their own professional development which includes regular supervision, self appraisal and participation in training and development opportunities.

We expect all staff to abide by w@w's equal opportunities policy and to share our organisational values and behave in a way that reflects these.

THIS POST IS EXEMPT UNDER THE EQUALITY ACT 2010 SCHEDULE 9, PART 1 APPLICATION OPEN TO WOMEN ONLY

PERSON SPECIFICATION

- A. Experience of managing volunteers with a working knowledge of volunteer legislation and practices
- B. An understanding marketing and communications principles and willingness to develop these
- C. Experience of website development and a range of IT platforms (desirable)
- D. Good IT skills, including word processing and spreadsheets
- E. Experience of, or ability to undertake training to, use Adobe Illustrator
- F. Experience of using databases
- G. Knowledge and understanding of HR compliance
- H. Awareness of data protection and GDPR as it relates to personal information
- I. Good understanding of women's sector
- J. Understanding of abolitionist approach to prostitution (desirable)
- K. Excellent written skills and experience of producing material for a variety of audiences
- L. Experience of working in an environment with a chaotic client group with challenging behaviours (desirable)
- M. Experience of creating promotional material and using Adobe Creative Suite (desirable)
- N. Good analytical, problem-solving and organisational skills
- O. Self-motivating, with initiative and drive
- P. Open, flexible, friendly and enthusiastic disposition and a team player
- Q. Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion