

Job Description and Person Specification

People (Volunteer & Staff) Coordinator

Location	St Edmunds Office, York. YO10 4UX, can be hybrid office and home working	Reports to	People Business Partner
Hours	21 hours a week	Working pattern	Three full days, or hours can be spread across four or five days, Monday to Friday. On occasion, events will be held in the evening or at weekends.
Contract term	Permanent	Type of role	People function
Direct reports	None		
Salary	£14,343.71 (full time equivalent)	Holidays	5 weeks and 1 day plus bank holidays

Context

Age UK York is a local charity which exists to support the older people of York, their families and carers. Together, our team provide a wide range of services which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we aim to build a diverse workforce, one that represents the communities we exist to help and brings a variety of perspectives, so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters, Age UK York has been supporting older people in York for over 50 years and exists to be there when needed, realising our mission of making a positive difference to the lives of older people.

Purpose of the role

People are at the heart of all we do. Our integrated people team look after 90 staff and 260 volunteers, working with service managers, to provide a high quality HR and volunteering experience. To continue to offer the services we currently do, and to reach more people in need of support, we are recruiting a coordinator within the team, which currently comprises the people business partner, HR manager and senior administration assistant.

The role will support a range of competing priorities and opportunities supporting our People function and collective effort. The initial focus will be on volunteer recruitment, with anticipated support for HR projects as and when required.

Responsibilities

Volunteer Recruitment

- > Follow up volunteer enquiries, discussing volunteer opportunities with prospective recruits, answering questions and explaining the recruitment process.
- > Screen volunteer application forms, allocating to appropriate person for ongoing recruitment.
- > Conduct volunteer interviews.
- > Set up volunteer induction sessions.
- > Be part of a team delivering volunteer induction sessions.
- > Record all appropriate information on the Charity Log database, maintaining appropriate confidentiality and data protection standards.
- > Produce reports from Charity Log.

Promotion of volunteer opportunities

- > Liaise with the marketing and communications manager, to support in the identification of opportunities for the ongoing marketing of volunteer roles.
- > Keep volunteer advertising up to date, including the Age UK York website, York CVS adverts, Do-It and other channels.
- > Support the distribution of volunteer information, liaising with local organisations and venues, to ensure that our volunteer opportunities are known across the city.
- > Attend the York CVS meetings of volunteer coordinators, feeding back information to the team as required.
- > To be an ambassador for the charity, positively promoting the organisation and the role of volunteers within it.

Supporting, celebrating and rewarding volunteers

- > Work with service managers to support a positive volunteering experience.
- > Support the organisation of volunteer events and long service awards.

HR projects

- > Support the delivery of HR initiatives including internal communication and engagement.
- > Support the organisation and running of staff events.
- > Support to keep HR profiles up to date on our HR system, Breathe HR.

- > Attend meetings for notetaking.

Other Duties

- > Take part in additional duties as required and reasonable for this post.

Person Specification

Category	Essential	Desirable
1. Education, qualifications and training	<ul style="list-style-type: none"> Educated to A-Level (or equivalent by experience) 	CIPD level 3
2. Knowledge and skills	<ul style="list-style-type: none"> Attention to detail and strong organisation skills Excellent communication (verbal & written) and active listening skills Ability to work independently & flexibly Supports a team approach working to help others Confident IT Skills (Outlook, Word, Excel as a minimum) 	<ul style="list-style-type: none"> Networking/ resourcing skills Ability to give presentations and a confident public speaker Interview skills
3. Experience	<ul style="list-style-type: none"> Experience in a people facing role 	<ul style="list-style-type: none"> Experience of working with volunteers Experience working in the charity sector Experience of working with databases
4. Attributes	<ul style="list-style-type: none"> Passion and commitment to work within the charity sector Confident meeting new people Ability to empathise with older people Enjoys collaborating and working with a range of people, such as staff, volunteers, trustees, supporters 	

	<ul style="list-style-type: none"> Shows a positive and solution focussed approach 	
<p>5. Additional requirements</p>	<ul style="list-style-type: none"> Demonstrate an understanding, support and commitment to Age UK York's vision, mission and strategic aims, and our efforts to realise them. 	