



Welcome from the Engagement Manager

March 2025

Dear Applicant,

Thank you for your interest in the role of **Volunteer Co-ordinator**

This is a fantastic opportunity for the right candidate to join Age UK Bexley and make a real difference to the organisation and to our clients.

We are looking for a committed and enthusiastic person who is flexible, with good IT skills, excellent inter-personal and communication skills and the ability to support and motivate volunteers to join our team supporting older people in the London Borough of Bexley

The job description and person specification for the role is attached.

To apply, please send your CV with an additional supporting statement on no more than 2 sides of A4, explaining how you meet the person specification, to the Engagement Manager, Sasha Barnes, at: sasha.barnes@ageukbexley.org.uk.

The closing date for receipt of applications is Friday 4 April 2025 and we will be holding interviews on Thursday 10 April.

If you have not heard from us by 10 April, please assume that you have not been shortlisted for interview.

We look forward to hearing from you.

Yours faithfully,

Sasha Barnes

Sasha Barnes
Engagement Manager

ABOUT THE ROLE

Age UK Bexley relies heavily on volunteers for nearly all our services.

This role is dual purpose, including recruitment and induction of volunteers for the organisation as a whole as well as providing support for our Befriending Cafes, in particular for the volunteers who run them.

Volunteer roles within the organisation are varied, ranging from providing one to one support for people who are housebound and isolated to answering our telephone helpline, to providing administrative support or helping to run our Befriending Cafes.

Our Befriending Cafes are a very important part of the support we offer, providing social interaction and activities for older people who mostly live alone and may be lonely and isolated. In addition to emotional support and friendship, the Cafés provide an important connection between our members and the other services we offer such as Welfare Benefits Advice, or Social Care support. The Cafes are run by volunteers, with support from paid staff, although it may sometimes be necessary for staff to step in and run the Cafes, for example if a volunteer is off sick or on holiday. For this reason, we need a someone who is flexible, willing and able to provide practical as well as administrative support and with excellent inter-personal skills.

The Cafes are popular and many have waiting lists. At today's date (March 2025), we have 12 weekly Befriending Cafes and a weekly lunch club, and we have obtained funding to set up 2 new Cafes (one in Sidcup opening at the end of March and one in Slade Green).

More details about the services we provide are available on our website.

JOB DESCRIPTION

Job Title:	Volunteer Coordinator
Responsible to:	The Engagement Manager
Hours:	25 hours per week, worked over 5 days per week.
Salary:	£18,005 per annum for 25 hours per week (FTE £25,927pa)
Location:	Belvedere Community Centre and at our Befriending Cafes throughout the Borough

Job Purpose:

1. Recruiting volunteers for volunteer vacancies within Age UK Bexley, and ensuring that volunteers receive induction and training to equip them for their role within the charity.
2. Working with the Engagement Manager to support the volunteers who run the Befriending Cafes and cover for them as needed.

Main Duties

General

- To identify, in consultation with the Engagement Manager and other staff, roles for volunteers and recruit accordingly
- To develop publicity, social media campaigns and other promotional materials that support the charity's recruitment of volunteers from all sectors of the borough's communities.
- To attend volunteer fairs and other events throughout the borough to promote the charity's volunteer opportunities
- To answer enquiries from volunteers and prospective volunteers in relation to their existing roles or those that are in development or being recruited to.
- To oversee the application and assessment process for prospective volunteers.
- To liaise and work with other community partners in the development of volunteering across the borough
- To obtain references and complete DBS applications for new volunteers.

- To work with staff and departmental managers to ensure appropriate matching of volunteers to the demands of the role, our expectations, and responsibilities necessary to carry it out.
- To provide an induction programme for all new volunteers and to liaise with service managers on specialist or follow up training required.
- Monitor training for new and current volunteers on Flourish and support volunteers to complete training if required.
- To undertake an annual evaluation to ensure that volunteers feel supported and that the objectives they had when they decided to volunteer are being fulfilled.
- Ensure regular communication with volunteers including sending birthday and Christmas cards, organising events in Volunteers week and at Christmas, etc.
- Liaising with the volunteers who run the Cafes and providing support for them as required, including induction and training for new volunteers and carrying out probationary and annual reviews.
- Covering for volunteers and for the Engagement Manager by attending one or more of the Befriending Cafes as required, for example if there is a shortage of volunteers. This might involve attending more than one Café per day, in different parts of the borough.
- Providing support for the Engagement Manager in the day-to-day administration of the Befriending Cafes including:
 - Liaising with members about payments
 - Printing, photocopying and sending out mail.
 - Collating the results of evaluation questionnaires
 - Providing support for clients and volunteers on outings and trips.
 - Any other administrative duties required to facilitate the smooth running of the Befriending Cafes

Team Working

- Attend and actively contribute to staff Team Meetings
- Attend events that are held by local statutory bodies and other voluntary sector partners in the London borough of Bexley or those allied to the Age UK London network.

Other

- To use cloud based and online systems for statistical recording, record keeping and document production
- Promoting all of Age UK Bexley’s services by giving talks to various groups, and by distributing leaflets and posters.
- Attending and participating in any training or development required to ensure personal and professional development.
- Actively implement the aims, principles and objectives of Age UK Bexley’s policies particularly those related to Safeguarding, Equalities, and Health and Safety.
- Carry out any other relevant tasks as required, to ensure the effective development of the organisation and the delivery of its services.

Person Specification:

	Essential	Desirable
Previous experience of working with and supporting volunteers		Y
The skills/ability to motivate and support volunteers	Y	
Good presentation skills and the ability to deliver basic induction training for volunteers	Y	
IT literate and able to learn how to use new systems	Y	
Experience of working with a CRM database		Y
Good organisational and administrative skills	Y	
A flexible approach to work	Y	
Good time management skills	Y	
Be reliable, trustworthy and conscientious	Y	
Friendly, empathetic, patient and understanding.	Y	
Confident communicator with the ability to respond calmly to people in difficult situations	Y	
Self motivated and able to work on own initiative	Y	
Driving licence and use of own transport	Y	
The ability to acquire an understanding of and a willingness to work within Age UK Bexley Policies and Procedures	Y	