

JOB DESCRIPTION

Job Title:	Volunteer Coordinator	
Responsible to:	Head of Operations	
Responsible for:	Volunteers	
Hours/Salary:	25 Hours Per Week	£18,304 + benefits

Description of Service

Age UK Birmingham & Sandwell is a dynamic and expanding charity that provides a range of services and programmes for people aged 50 and over. We are seeking an enthusiastic, and engaging individual to join our organisation to support our expanding services.

Job Purpose

Volunteers are at the heart of the services we provide to older people and the core purpose of this role is to lead and co-ordinate the delivery of Age UK Birmingham & Sandwell's volunteer engagement strategy. This will include recruitment, development, and retention of volunteers to ensure that there is a pool of reliable and experienced volunteers to support the activities of the charity. You will also design and implement evaluation systems to demonstrate the impact of the volunteer programme.

Principal Duties:

- To liaise with Service Managers to define roles and put together role descriptions for new volunteers
- To advertise both internally and externally the required volunteer job roles and complete all necessary checks, and other relevant recruitment and selection matters
- To work with Managers, to ensure that volunteers are appropriately placed in roles, according to their skill sets and interests
- To ensure that all new volunteers are on boarded correctly and receive an agreed induction in line with current health and safety and safeguarding legislation and which ensures they are well-prepared to undertake all aspects of their volunteering role
- To manage the overall provision of training for all volunteers and work alongside colleagues to review and agree the content and ensure that all statutory and mandatory training is given and recorded
- To further develop, protect and uphold the organisation's credibility and reputation for offering an exceptional volunteering experience
- To maintain the volunteer handbook and complete all processes for producing and updating all volunteer materials, policies, and procedures

- To manage the process of providing accurate and up to date records for all volunteers to ensure that internal and external reporting requirements are met.
- To ensure that mechanisms/processes are in place, so all volunteers have the opportunity of a voice and that their wellbeing needs are met as is reasonably possible in line with organisation's ethos.
- To design and implement surveys and evaluations of the volunteer programme
- To organise volunteer events
- To attend and participate actively in all Management Team Meetings and compile all necessary reports as and when required.

Other duties

- To work to achieve the objectives of Age UK Birmingham's Equality and Diversity Policy.
- Implement adherence to the Health & Safety, information assurance, safeguarding policies and all other policies relevant to service delivery.
- To undertake any other duties commensurate to the post not specifically mentioned in this job description.

PERSON SPECIFICATION

Experience and Knowledge:

<ul style="list-style-type: none"> • Previous experience as a Volunteer Manager for a similar sized organisation 	Essential
<ul style="list-style-type: none"> • Experience of implementing volunteer management systems and processes 	Essential
<ul style="list-style-type: none"> • Experience of recruitment and direct supervision of volunteers 	Essential
<ul style="list-style-type: none"> • Experience of delivering training workshops/presentations 	Desirable
<ul style="list-style-type: none"> • Experience of using social media and online platforms to promote volunteering 	Desirable
<ul style="list-style-type: none"> • Experience of developing relationships and networks with statutory and voluntary sector partner organisations 	Essential
<ul style="list-style-type: none"> • Experience of developing corporate volunteering opportunities 	Desirable
<ul style="list-style-type: none"> • Experience of building strong relationships with colleagues and volunteers 	Essential
<ul style="list-style-type: none"> • Knowledge of legal and policy issues relating to volunteering 	Essential
<ul style="list-style-type: none"> • Knowledge of current best practice in volunteer management 	Essential
<ul style="list-style-type: none"> • Experience of using client management or in-house databases for recording and collating data 	Essential
<ul style="list-style-type: none"> • Experience of project development and management 	Desirable
<ul style="list-style-type: none"> • Experience of producing monitoring data and reports 	Desirable
<ul style="list-style-type: none"> • A good understanding of confidentiality and data protection 	Essential
<ul style="list-style-type: none"> • A good knowledge and understanding of safeguarding practices 	Essential
<ul style="list-style-type: none"> • An understanding of the needs and concerns of older people 	Desirable
<ul style="list-style-type: none"> • Knowledge of other languages, cultures, and religions 	Desirable

Personal Skills and Attributes:

<ul style="list-style-type: none"> • Excellent planning and organisational skills 	Essential
<ul style="list-style-type: none"> • Ability to work to targets and outputs to achieve funding 	Essential

contract requirements.	
• Ability to communicate effectively, both in writing and verbally, with people at all levels	Essential
• Ability to engage and influence colleagues	Essential
• Ability to facilitate group processes such as collective decision making	Desirable
• Ability to produce attractive and accessible marketing and publicity materials	Desirable
• Ability to make presentations and speak at events, meetings and workshops and deliver training to staff and volunteers	Essential
• Excellent team working skills with the ability to use own initiative	Essential
• Effective leadership and motivational skills	Essential
• Ability to write & present reports, and other documents	Essential
• Strong interpersonal and relationship building skills	Essential
• IT skills e.g. Microsoft Office, databases, and social media	Essential

Other Requirements:

• Flexible and willing to work some unsocial hours if needed	Essential
• Access to own transport and willingness to travel across areas of delivery	Essential
• Commitment to incorporating Equal Opportunities principles into all aspects of work.	Essential

Education and Qualifications:

• Degree qualification or equivalent	Desirable
• Evidence of training appropriate to the post	Essential

Legal requirements:

• Enhanced DBS check	Essential
• Driving licence	Essential