

## Job Description

### Volunteer Coordinator

**Hours of work:** 28 hours a week

**Salary:** £18,357 per annum pro rata (£22,946 FTE)

**Reporting to:** Head of Central Services

#### Background to our services

At Age UK Buckinghamshire we support older people in the county to achieve and maintain their independence and wellbeing. We support over 4,000 older people a year with a range of services, including Information and Advice, Welfare Benefits, Befriending and Hospital Discharge Support - which features support get people safely home after a hospital stay, and to settle comfortably back into home life afterwards. We can also refer clients to a range of Home Services via a network of self-employed agents, who deliver services like housekeeping and gardening.

We are incredibly lucky to have a dedicated and compassionate group of over 200 volunteers who give up their time and skills to support older people through many of our front-line services. We want volunteering at Age UK Bucks to be as rewarding as possible – a role that brings immense satisfaction and joy, and where volunteer skills are developed and fully utilised for the benefit of them and the older people they support.

#### Job Purpose

To help make Age UK Bucks the best organisation to volunteer for - building a community of volunteers, recognising their worth and contribution, championing and celebrating their impact, and developing their skills and experience so we can do even more for older people.

We want our volunteers to feel loved and empowered, whether they give just a few hours a week of their precious time, or are looking to develop their volunteering skills more deeply and extensively.

The post-holder will live and breathe the volunteer strategy and be at the heart of our organisation, inspiring, engaging and motivating our volunteers and potential volunteers across the county. Working with the Community Engagement Fundraiser and Befriending Area Facilitators especially, the post-holder will lead on the promotion, engagement, recruitment, on boarding, training and development of volunteers, so they feel part of a caring and dynamic organisation of which they are a critical part. This essential role will be the face of Age UK Bucks for our 200+ volunteers and a main contact for all volunteering enquiries to the Charity.

## **Key tasks and responsibilities**

### **Engagement Activity:**

A key deliverable of the role will be galvanise and nurture our existing volunteer base, helping them deliver in their current roles and services and encouraging and empowering them to support older people in whichever way they want to, from client support, to fundraising and championing our cause. The role will develop and implement a volunteer strategy to ensure volunteers are heard, bringing their voice into our organisation more effectively.

The role will also lead on a volunteer recruitment strategy, promoting volunteering opportunities via community and recruitment events, building relationships with local networks and utilising social media channels, to create engagement and connect with a diverse and inclusive population within the community.

- Develop our volunteer strategy to meet our goals to support older people
- Recruit and develop volunteers to meet organisational need
- Ensure our volunteer programme responds to needs in a scalable and sustainable way whilst providing a rewarding experience for our volunteers
- Develop and manage effective relationships with internal and external partners to support delivery of the volunteer strategy
- Monitor and report on the impact of volunteer activity, and against key strategy and performance indicators
- Promote positive messages about volunteering with Age UK Buckinghamshire, using testimonials and case studies where relevant and ensure volunteering opportunities are advertised via key routes, including on the Charity's own website and social media platforms
- Lead on all engagement activity with our volunteers, including annual celebrations to recognise volunteering and other events throughout the year
- See regular feedback from volunteers to help understand their experiences and review how we can develop and improve the programmes.

### **Communication**

- Co-ordinate a communication plan to include communications, engagement opportunities and events for volunteering and volunteers
- Contribute to social media and website content to help raise awareness of opportunities and the impact of volunteering
- Develop and administer volunteer surveys and encourage volunteers to have representation within the Charity
- Monitor and respond to all volunteer enquiries coming into Age UK Buckinghamshire
- Develop and deliver the quarterly Volunteer Newsletter

### **Management and Delivery**

- Develop and improve our volunteer policies and procedures, quality standards and communication channels (surveys, portals and volunteer council).
- Ensure all relevant recruitment documentation including selection, DBS clearance and reference clearances are achieved and monitor the progress of each volunteer's onboarding to optimise volunteer experience
- Working alongside the Area Facilitators, develop and deliver end-to-end volunteer support to ensure that every volunteer feels valued and appreciated
- Administer volunteer records and maintain a register of active volunteers via the Charity's database

- Ensure all relevant induction and development training is fit for purpose for all volunteers (including trustees), including health and safety, safeguarding, data protection and role specific boundaries. Ensure all active volunteers are engaged on a programme of mandatory refresher training and monitor this activity and are supported with further skills development where possible.
- Maintain all volunteer documentation, including that related to recruitment and on boarding, including our volunteer handbooks.
- Build a volunteer skills database
- Provide updates on volunteering, including challenges and opportunities, for members of the Senior Management Team or Board of Trustees as required.

### What you can expect from Age UK Bucks:

You will have the opportunity to work in a fast-moving, caring and dynamic charity, with a highly skilled, motivated, and committed volunteer and staff team – influencing the growth of support available for people supported by our work.

### Role Specification

	Essential	Desirable
<b>Knowledge</b>	<p>An understanding of how to engage and motivate groups of people and/or volunteers.</p> <p>Comfortable with digital communications, social media and using digital platforms</p>	<p>Insight into issues and opportunities faced by charities and the voluntary sector.</p> <p>Experience of recruitment and delivering training.</p> <p>Knowledge of techniques and platforms for how to engage and manage a volunteer base.</p>
<b>Experience</b>	<p>A track record of building and managing effective relationships.</p> <p>Able to lead on organising key events and working to a schedule.</p>	<p>Charity or voluntary sector experience.</p> <p>Development of communication tools such as newsletters and digital surveys.</p>
<b>Skills</b>	<p>Excellent oral and written English</p> <p>Excellent communication and people skills, able to engage with a wide range of people.</p> <p>Able to motivate and promote volunteering positively.</p> <p>Collaborative working and influencing colleagues.</p>	<p>CRM user and administrator.</p> <p>Ability to present to large audiences and groups with confidence.</p>

<b>Personal Attributes</b>	An empathy and understanding of older people and the opportunities and challenges they have.  Commitment to the values of the organisation.  Self-motivated, able to work unsupervised.  Mature and flexible approach.	
<b>Other</b>	Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation.  Willingness and ability to travel independently.  Driving Licence and access to car.	

### **Terms and Conditions:**

The position is office-based, but with significant flexibility to work from home and in the community. When home-based, use of a fully functional computer with webcam is essential to ensure to regular contact with the team. A computer will be provided.

With the approval of the line Manager, starting and finishing times may be varied to suit individual circumstances. Employees are entitled to 5 weeks (25 working days) holiday per full time role per calendar year. In addition, you will also be entitled to all the Public and Bank holidays in England.

The Charity meets the current legislation by providing a pension scheme. All employees are enrolled in the opt in scheme and if they wish to opt out must complete appropriate paperwork.

### **Our values**

Commitment to the aims of the organisation and the ability to demonstrate the following values:

- **Enabling**  
We assist older people to live independently and exercise choice
- **Influential**  
We listen to older people, represent their interests and ensure their voices are heard
- **Dynamic**  
We are innovative, driven by results and consistently deliver for older people
- **Caring**  
We are passionate about what we do and care about each individual
- **Expert**  
We are authoritative, trusted and quality orientated

## **Equal Opportunities**

Age UK Buckinghamshire wants to become more representative of the community we serve. We encourage equality, diversity and inclusion in the workplace and encourage applications from our wonderful rainbow of talent in Bucks and people of all ages.

This job description may change from time to time according to the needs of the organisation.