**Age UK Lambeth - MYNeighbour**

Age UK Lambeth is one of Lambeth’s largest charities, and provides a range of services to older and other people in need of care, help and support. We support people in Lambeth to live enriched, productive and purposeful lives, challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time  
  
**MY Neighbour Service** - Our MYNeighbour service is an innovative and forward thinking community-base support service. We have multiple volunteering and support programs and help people in the community and in their homes, including with home repairs, digital support, befriending, getting home cooked meals and help with general tasks, among others.

**About the Role...**

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| **Job Title:** | Volunteer Recruitment & Coordination Assistant |
| **Employment Terms:** | **Wage:** London Living Wage **Hours:** 25 hours weekly  **Duration:** 6 months |

**Role Description & Purpose**As our Volunteer Recruitment & Coordination Assistant you will help strengthen our core MYNeighbour team, helping all our volunteer processes run smoothly and on time.  
  
With support from our Volunteer Coordinator you will take on administrative processes relating to promoting volunteering opportunities as well as onboarding new volunteers. This will include hosting simple interviews to check volunteers really are who they say they are, receiving references for volunteers and helping with their background checks.  
  
You will also get involved in writing volunteer job descriptions and promoting these through our various channels - social media, email, in the community etc.. You will gain good skills in administration and people management by helping to manage a database of 500+ volunteers. A friendly and organized personality will help you in the role, as will an ability to multi-task and work on several activities at once.  
  
You will also help to organize events for volunteers, including feedback and information sessions, training and inductions and events for us to promote activities. As a result decent digital skills will be helpful, particularly around programs such as Eventbrite, Zoom, among others.  
  
We can offer you a friendly workplace with a dynamic team, supportive and experienced colleagues who can provide training and guidance, and supervision on the job to make sure your work is strong and that you are developing.  
  
**Volunteer Recruitment & Management Assistant Main Duties:**

* Assisting with the advertisement of volunteer roles, this includes writing volunteer role descriptions, liasing with the communication and marketing teams regarding advertisement and helping shortlisting volunteers
* Conducting volunteer interviews alongside the Volunteer Coordinator for specialist volunteer roles
* Helping volunteers apply via our database, providing support to those that need it
* Collecting and contacting volunteer references, making sure they are completed within a suitable time frame
* Contacting volunteers once required documents have been received to welcome them to Age UK Lambeth and conducting telephone interviews to discuss volunteer opportunities
* Dealing with volunteer inquiries and questions
* Writing volunteer newsletters monthly to send out to over 400 volunteers with updates regarding the services and volunteering opportunities
* Attending and co-hosting volunteer feedback sessions, these can be held over mornings, evenings and possible weekends
* Working alongside the Volunteer Coordinator to assist with different volunteer projects across Age UK Lambeth
* Attend and support volunteer events as necessary

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Skills** |  |  |
| Great written communication skills | **√** |  |
| Good verbal communication skills – including the ability to listen | **√** |  |
| Good IT skills | **√** |  |
| Good presentation skills | **√** |  |
| **Behaviours** |  |  |
| Organisation is key! | **√** |  |
| Empathy to the needs of older and vulnerable people | **√** |  |
| Friendly, patient and positive | **√** |  |
| Self-starter, able to work independently and in a team | **√** |  |
| To be reliable, trustworthy and conscientious | **√** |  |
| **Knowledge** |  |  |
| Good knowledge of written and spoken English | **√** |  |
| **General Requirements** |  |  |
| Commitment to improving the lives of older and vulnerable residents | **√** |  |
| Commitment to working as a team player and a supportive colleague | **√** |  |