

Volunteering & Befriending Coordinator

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Volunteering & Befriending Coordinator
Department:	Digital Inclusion & Volunteering
Location:	Lincoln and Community Based
Hours of work:	24
Reports to:	Digital Inclusion & Volunteering Manager
Job purpose:	To work with the Volunteering Manager with the development, delivery and evaluation of volunteering and befriending services on behalf of Age UK Lincolnshire. This role includes assessing and meeting the organisation's needs through recruitment, placement and retention of volunteers; and those that use our Befriending Service. It will involve working from our Lincoln office on a regular basis and at regular intervals travelling to other sites, in Lincolnshire and North Lincolnshire.

Key Responsibilities:

- Recruit, interview, match, and train volunteers.
- Identify and create role descriptions based on organisational needs.

- Ensure volunteers receive appropriate support and follow all policies and procedures.
- Monitor volunteer placements, conduct reviews, and ensure a positive experience.
- Promote the benefits of volunteering and support volunteer retention
- Assist with volunteer newsletters, articles, and organisational case studies.
- Lead and support volunteering events, including promotional activities and award nominations.
- Coordinate befriending matches to ensure appropriate, sustainable, and mutually beneficial pairings.
- Consult with older adults to identify gaps in local provision and development opportunities.
- Supervise and support outreach activities.
- Signpost or refer older people to relevant services and support.
- Support the development and promotion of volunteering and befriending services.
- Represent the organisation at community events, networking meetings, and departmental sessions.
- Prepare and deliver presentations to community groups.
- Represent the service and Age UK Lincolnshire at external meetings as required.
- Increase community awareness of Age UK Lincolnshire services and identify new opportunities.
- Work to targets and KPIs, maintaining accurate quantitative and qualitative data.
- Maintain statistical databases and assist with reports for management, trustees, and funders.
- Work with the Service Manager to produce case studies and customer stories demonstrating service impact.
- Build and maintain effective working relationships with internal departments, partners, agencies, and volunteer centres.
- Represent the organisation professionally and maintain the highest standards of confidentiality.
- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team
- Support other departments where needed.
- Carry out any additional duties reasonably requested by the Line Manager.

Person Specification

E	Essential
D	Desirable
A	Application Form
I	Interview

Personal Qualities	E	D	Assessment
Well-presented and professional approach	E	I	
Ability to work effectively as part of a team, with the initiative to work alone and take initiative when required.	E	I	
Approachable, empathetic, friendly and able to get on and integrate within a team.	E	I	
Excellent organisational skills, proactive and a good timekeeper who is creative with their approach	E	I	

Experience	E	D	Assessment
Experience of presenting to group audiences		D	A/I
Experience of working in a customer facing environment	E		A/I
Confident in using CRM databases and web portals in their work	E		A
Excellent organisational skills, and ability to manage multiple workstreams.	E		A
Highly Skilled in using MS Word, Excel, PowerPoint	E		A
Understanding of the importance of project evaluation.		D	A/I
Experience of working within the voluntary sector		D	A/I
Good local knowledge of services for older people.	E		A/I

Knowledge	E	D	Assessment
Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	E		A/I

Ability to provide a person-centred approach with individuals, placing them at the centre of the conversation.	E		A/I
Ability to actively encourage others to get involved with their community and promote the benefits of doing so.	E		A/I

Education & Qualifications	E	D	Assessment
Good standard of general education, including GCSE (or equivalent) grade C or higher in English and Maths	E		A
Evidence of training and ongoing development		D	A
Demonstrate a high level of competency with IT systems	E		A

Additional Information

Probation Period

All employees are subject to a six-month probationary period.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/identity-checking-guidelines-for-standard-enhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696000 and ask to speak to a member of the HR team.