



Events & Volunteer Coordinator

Job pack

Thanks for your interest in working as part of the Carers Together Wiltshire Partnership. This job pack should give you everything you need to know to apply for this role.

In this pack you'll find:

- Information about the team and role
- The role profile and person specification
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Kirsten Kerr by emailing kirsten.kerr@ageukwiltshire.org.uk and we will arrange a suitable time to have a chat.

Carers Together Wiltshire Partnership:

Carers Together Wiltshire is a partnership between Age UK Wiltshire, Community First, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'. This partnership allows us to provide tailored support to the thousands of people across Wiltshire identified as an unpaid carer.

At Carers Together Wiltshire, we want to ensure that unpaid Carers can achieve a healthy balance between their caring responsibilities and their own interests and wellbeing. We recognise that caring for another person can be challenging. We also want to foster a 'carer-friendly' Wiltshire, amplifying unpaid carers voices in our area.

We are consistently impressed by the dedication shown by the unpaid carers who access our services as they balance work and personal responsibilities while fulfilling their caring roles.

We are here to support all unpaid carers in Wiltshire by offer a listening ear, practical help and emotional support. We prioritise a 'no wrong doors' approach to service provision, ensuring that no unpaid carer is left unsupported. Our work involves raising community awareness about the challenges faced by unpaid carers.

Our partnership enables us to support people providing unpaid care through a range of support services, such as activities, advice, counselling, coaching, training and support (including peer-support) for carers. We work closely with Wiltshire Council to offer Carer Assessments, to enable unpaid carers to take regular time away from their caring responsibilities.

The Role:

The Events & Volunteer Coordinator plays a key role in planning, coordinating, and delivering a varied programme of events, activities, and engagement opportunities for unpaid Carers across Wiltshire. They are responsible for creating inclusive, accessible, and meaningful experiences that promote Carer wellbeing, reduce isolation, provide opportunities for peer support, and raise awareness of available services.

Working closely with colleagues, partners, volunteers, and local communities, the Events & Volunteer Coordinator will organise a range of activities including wellbeing events, information sessions, support groups, training opportunities, celebration events, and outreach activities. They will ensure events are delivered safely, effectively, and in line with organisational objectives, while gathering feedback to continually improve the experience and outcomes for Carers.

The Events & Volunteer Coordinator will also coordinate a team of volunteers who help deliver activities and events, ensuring they feel valued, supported and equipped to contribute effectively.

The post holder will work with unpaid Adult Carers (18+) and may also engage with professionals, community organisations, and other stakeholders to maximise participation and reach. The role may involve occasional evening or weekend work to accommodate Carers' schedules and support event delivery across the county.

This post is subject to the Rehabilitation of Offenders Act. Appointment will be subject to satisfactory references.

This role will be employed by Age UK Wiltshire as part of the CTW Partnership.

Role profile:

Job Title:	Events & Volunteer Coordinator
Salary:	£26,463 to £28,000 dependant on experience.
Benefits:	25 days leave entitlement, plus bank holidays, pro rata. Company pension with an employer contribution
Contract:	Permanent
Hours:	Full time (35 hours)
Main Location:	Hybrid or based in Devizes, with a requirement to work at CTW offices and travel throughout the Wiltshire area when needed.
Reporting to:	CTW Service Delivery Manager
Role purpose:	Planning, coordinating, and delivering events and activities that enhance the wellbeing of unpaid Carers across Wiltshire. Providing opportunities for Carers to access support, information, and peer connections, helping to reduce isolation and improve resilience.
Main responsibilities:	
Events Planning and Delivery	• Lead on the planning, organisation and delivery of a programme of events and activities for carers throughout the year. • Coordinate key events including: ○ Carers Week ○ Carers Rights Day ○ Wellbeing events, Seasonal activities and celebrations ○ Awareness and engagement events • Liaise with venues, suppliers, speakers, facilitators and partner organisations. • Manage attendance records. • Ensure events are delivered safely and in line with organisational policies and procedures. • Attend and support events, including occasional evenings and weekends. • Gather feedback and evaluate the impact of events and activities.
Volunteer Coordination	• Act as the main point of contact for events volunteers. • Support HR with the recruitment and induction of volunteers involved in events and activities. • Arrange, or provide, cover for volunteer absences at Carer Cafes

	• Ensure volunteers feel supported, informed and recognised. • Work with colleagues to identify volunteer training and development needs. • Maintain accurate volunteer records and ensure compliance with organisational procedures.
Partnership Working	• Build positive relationships with local organisations, venues and community groups. • Proactively seek new opportunities for joint activities, promotion and engagement.
Promotion and Communications	• Work with communications colleagues to promote activities/events and contribute content for: ○ Social media ○ Newsletters ○ Websites ○ Marketing materials • Collect photographs and feedback at events and activities, where appropriate. • Work with colleagues to ensure our local community know about and can attend our events and that we reach new audiences.
Administration and Reporting	• Maintain accurate records using organisational systems. • Contribute to reports for funders, commissioners and senior leadership.
General Responsibilities	• Flexibility and a willingness to cover for other members of the Carers Together Wiltshire team or other functions that are not within the scope of Carers Together Wiltshire but are required to maintain the operations of the employer. • Contribute to the wider aims and objectives of the organisation. • Take part in employer events and activities as agreed. • Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction. • Attend staff meetings, training courses and other meetings as required. • Comply with employer policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality. • Be committed to employer policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a Senior Manager and that safeguarding is embedded in all decisions and actions. • Provide support to the offices, staff and volunteers of the charity as required. • Maintain the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals.

	Carry out any other duties as may be reasonably required from time to time.
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Person Specification

CRITERIA		ESSENTIAL	DESIRABLE
Experience, Knowledge, Skills and Behaviours.	Proven experience of planning, coordinating and delivering successful events/activities, to meet identified needs and objectives, ensuring positive outcomes for participants.	✓	
	A proactive and innovative approach, with the ability to generate new ideas, respond to feedback and contribute positively to a culture of continuous improvement.	✓	
	Strong administration and organisational skills, with proven experience of event administration, accurate record keeping, compliance with organisational procedures and governance requirements, and the ability to manage competing priorities effectively to ensure the successful delivery.	✓	
	Experience of working collaboratively with volunteers, staff or communities to support successful engagement and participation at events or activities.	✓	
	Excellent interpersonal skills, with the ability to build rapport, establish trust, maintain positive relationships and work collaboratively with colleagues, external partners, communities and individuals from diverse backgrounds.	✓	
	Excellent communication skills, with a strong attention to detail and the ability to create engaging and consistent marketing and promotional content.	✓	
	Proven experience of working within an environment that requires compliance with standardised systems / processes and complete them successfully.	✓	
	Solution focused, with the ability to work independently using own initiative while also	✓	

	contributing positively as a constructive and collaborative team member.		
	Proven ability to commit to and work within the organisational values and equity, diversity and inclusion policies.	✓	
	Full driving licence, access to a car and car insurance for business use.	✓	
	Experience of conducting risk assessments for events and activities, ensuring the safety and wellbeing of participants.		✓
	Experience of using Canva to create posters and social media graphics		✓
	Experience of working in the charity or voluntary sector.		✓
	Understanding of issues affecting Carers, particularly those who are vulnerable and socially isolated.		✓

Equity, Diversity, and Inclusion

We are committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

Our Values in Practice

We are committed to fostering an inclusive, respectful, and high-performing workplace. Our values guide how we work with each other, our clients, and our wider community.



Person Centred

We are holistic, caring, and compassionate

- Treat colleagues, clients, and partners with dignity, respect, and compassion.
- Listen actively and seek to understand individual needs, backgrounds, and perspectives.
- Recognise each person's uniqueness and adapt our approach accordingly.
- Offer support and encouragement to promote well-being and resilience.
- Uphold Equity, Diversity & Inclusion by valuing differences & challenging stereotypes or assumptions.



Trusted

We are professional, reliable, and honest

- Act in a professional manner with integrity and transparency in all interactions.
- Deliver on commitments and take responsibility for actions.
- Maintain confidentiality and handle data and/or information responsibly.
- Uphold professional boundaries while showing compassion.
- Ensure fairness and consistency, avoiding bias or favouritism.



Empowering

We nurture independence and ownership

- Encourage colleagues and clients to take initiative and make informed decisions.
- Share knowledge and skills generously to build confidence in others.
- Provide constructive feedback that promotes growth.
- Celebrate achievements and recognise contributions.
- Foster an inclusive environment where every voice is heard, diverse perspectives are welcomed & valued.



Ambitious

We strive for the best for our people, clients, and organisation

- Demonstrate commitment to personal and professional development.
- Embrace innovation, continuous improvement, and creativity.
- Set high standards and support others to achieve their goals.
- Work collaboratively towards shared organisational success.
- Promote equity of opportunity and advocate for positive change.



Equity, Diversity, and Inclusion underpins all our values

- Actively promote equality and challenge discrimination, prejudice, or exclusion.
- Respect and value diversity of thought, background, culture, and identity.
- Consider accessibility and inclusivity in all aspects of work.
- Reflect on their own behaviours and biases and take steps to address them.
- Contribute to creating a workplace where everyone feels safe, valued, and able to thrive.