

Volunteer Coordinator - Job Description & Person Spec



Title: Volunteer Coordinator

Location: Carnegie Community Corner, Hendon

Contract Start Date: April 2024

Salary: £24,000 to £26,000 (depending on qualifications, skills and experience)

Annual Leave: 28 days (plus bank holidays)

Responsible to: Environmental Projects Manager

Responsible for: Line management for Community Volunteers.

Purpose of the Post: To lead and implement the development and delivery of volunteer activities on behalf of Back on the Map Group. Manage front line volunteers to develop initiatives with local people to deliver residents led activities which meets local needs. Assist in the recruitment and support of Trustees and Directors assisting them in fulfilling the requirements of their roles. Ensuring Back on the Map achieves its strategic objectives of creating *A Better Place, A Stronger Community and A Local Voice*.

Main Duties:

- Contribute to BotM and Community Services strategy development particularly in the management and development of volunteers.
- Manage all volunteer activities ensuring volunteers comply with all Group Policies
- Ensure all volunteers are fully supported to fulfil their roles.
- Consult, plan and implement volunteering plans that respond to local needs and further BotM objectives.
- Encourage residents to engage with and positively influence BotM provision, facilities and services.
- Facilitate the bi-monthly Volunteer Committee meetings
- Support the Volunteer Committee Chair in their duties
- Develop and maintain positive relationships with partner agencies in order that opportunities to increase service delivery/agencies are optimised.
- Contribute to the development and implementation of a Volunteer Policies
- Assist in the development of volunteer roles that meet BotM objectives and deliver responsive services.
- Help produce applications to secure funds from a range of sources including commissioned work, grants, sponsorship and loans.
- Allocate resources transparently and maintain accurate records of all expenditure, outputs, etc., to ensure grants are used for agreed purposes
- Maintain accurate details of all volunteer activities, including recruitment, selection, monitoring and exit
- Collate data and co-ordinate monitoring and evaluation returns and submission of reports to funders.
- Work with the Community Services Manager in the recruitment of volunteers.
- Develop and implement programmes to retain and value volunteers.
- Organise induction/training for staff and volunteers. Support CSM in maintaining vol training plan
- Supervise and support staff and volunteers.
- Ensure staff and volunteers comply and uphold BotM policies & values.
- Recruit, develop and support the Volunteer Committee, via training, joint planning meetings, etc.
- Establish and maintain accurate records of events, activities, volunteers, groups, etc.
- Assist in planning, implementing and managing health & safety policies/procedures and ensure proper use/care of facilities/ equipment/materials. Where these relate to volunteering
- Promote and publicise BotM projects and partnership activities, acting as an ambassador for Back on the Map and its services/projects.
- Uphold company policies and procedures, and demonstrate agreed values and behaviours, including an open, user-friendly and supportive demeanour.
- Help staff and volunteers to develop confidence and competence by modelling good practice and acting as a mentor
- Promote the BotM brand and ethos in a professional and positive manner at all times.

Key Competencies:

- Leadership
- Integrity and trust
- Planning and organising resources
- Systems management & development
- Budget management & development
- Effective communication
- Teamwork and motivation
- Self motivation
- Organisation and planning
- Time management
- Attention to detail

This list is not exhaustive and may vary without changing the character of the job or level of responsibility. Given the nature, scale and ambitions of the company, the post-holder must be flexible and willing to contribute to wider development needs; ensuring the strategic and operational needs of Back on the Map and its subsidiaries are met.

Brand Values: The post-holder must ensure all their work, communication and approach conforms to the brand values and house style of BotM and keep up to date and comply with the BotM's Rules, Policies and Procedures at all times.

Health and Safety: The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees. The post-holder has a legal duty to take reasonable care of their own health and safety and that of others and they are expected to be familiar with, and adhere to Back on the Map's Health and Safety Policy.

Child Protection and Vulnerable Adults statement: BotM is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with BotM's Child Protection and Vulnerable Adults policies at all times. If, in the course of carrying out your duties, you become aware of any actual or potential risks to the safety or welfare of children and/or safety or welfare of vulnerable adults, you must report any concerns to the Chief Executive.

Data Protection: Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures. The post-holder will deal with sensitive information on a daily basis and will be subject to the confidentiality policy of Back on the Map, the Data Protection Act and the General Data Protection Regulations (GDPR). Any breaches of BotM data protection will result in disciplinary action.

Equality of Opportunity: The post-holder must carry out their duties and responsibilities with full regard to Back on the Map's Equal Opportunities Policy, Code of Conduct and all other policies.

Qualifications;

- NVQ 4 or Higher Education equivalent in Community and Youth Work, or an appropriate related discipline (E)

Knowledge;

- An understanding of the importance and principles of volunteering (E)
- An understanding of the importance and principles of community engagement (E)
- An understanding of the dynamics and sensitivities of partnership working (E)
- Clear understanding of Health and Safety issues, in particular in relation to community events and activities (E)
- Understanding of the key aspects of winning resources and fundraising for project/service development (E)
- fundraising for project and service development (E)
- A good working knowledge of Microsoft Office applications and an ability to develop Excel spreadsheets, Access databases and Powerpoint presentations (D)
- Knowledge of desktop publishing/production of promotional materials including leaflets, newsletters, etc. (E)

Communication Skills;

- Able to work with individuals and groups, recognise differing perspectives and deal sensitively with tensions (E)
- Able to deal with conflict, mediate and resolve issues (E)
- Able to understand a range of views within communities and present them in a variety of situations (E)
- Able to organise, chair and facilitate meetings (E)
- Able to build good working relationships with team members, residents, council officers and other agencies (E)
- Able to relate to residents, tenants, professionals and engage these in constructive dialogue
- Able to train people in a range of issues, e.g. partnership working, handling budgets, chairing meetings, etc. (D)

Experience;

- Significant experience in initiating successful approaches/models of community engagement (E)
- Successful community-based project development, implementation, management and evaluation (E)
- Managing and reporting on projects against agreed targets (E)
- Successful budget management (E)
- Maintaining accurate records & producing detailed reports (E)
- Developing and managing staff and volunteers (E)
- Community- based developmental work and/or responsive neighbourhood management programmes (D)
- Fundraising (D)

Aptitudes and Abilities;

- Highly developed people and partnership skills (E)
- Can work on own initiative and minimal supervision (E)
- Willing to undertake a variety of tasks, taking a positive and proactive approach at all times (E)
- Able to work as a member of the Back on the Map team (E)
- Can produce written material, on time to a high standard (E)
- Has a competent manner and the ability to work in a friendly, efficient, reliable and supportive way (E)
- Willing to work flexible hours as required (E)
- Has highly-developed team-building, leadership and motivational skills (E)
- Can function well under pressure and time constraints (E)
- Has a high regard for and understanding of our community roots and social imperatives (E)
- A current UK driving licence and has access to private transport, for which a mileage allowance will be paid (D)
- Time management
- Attention to detail