



## Job Description

<b>Job Title:</b>	Volunteer Service Coordinator
<b>Base:</b>	Homebased with a flexible approach to travel across our area of operation as required.
<b>Salary Band:</b>	D
<b>Hours:</b>	21 hours per week
<b>Contract:</b>	Permanent

### Job Purpose

- To work closely with the full time Volunteer Service Coordinator to deliver outcomes as laid out under the Key Responsibilities.
- Coordinate the development of volunteering opportunities within voluntary and community based organisations working across East Hampshire, Havant Borough, Fareham, New Forest and Winchester.
- Develop innovative online resources & digital tools to promote and broker volunteering.
- To support and develop the Volunteer Service to enable and promote the recruitment, support and brokerage of volunteers.
- To find new ways of recruiting volunteers, promote volunteering and Volunteer First (VF) website using a range of social media platforms, ensuring the marketing team receive information on a weekly basis
- To ensure the smooth running of the Volunteer First website.
- Coordinate joint working across Hampshire with CVS network partners

### Key Responsibilities

#### Development

- Promote volunteering and Volunteer First.
- Be the first point of contact for Volunteer Service volunteers.
- Ensure the smooth running and development of the Volunteer First website.
- Organise and attend events promoting volunteering.
- Run high profile campaigns promoting volunteering to the public and promoting the use of Volunteer First.
- Ensure all work is recorded in Volunteer First as appropriate.
- Ensuring all health and safety measures are adhered to and risk assessments are in place.

- Assist in research and social marketing into volunteering to ensure Community First (CF) has a good understand of volunteering, changes in volunteering trends and best practices.

### **Promoting Volunteering**

- Develop and promote voluntary activity across Hampshire with the Hampshire Volunteer Centre Network.
- Proactively contact VCSE organisations including CF Members to encourage use of Volunteer First.
- Conduct interviews with potential volunteers when necessary and assist in their placement in suitable volunteering roles.
- Ensure continuous marketing of the Volunteer Services on all media platforms, and encourage voluntary organisations to participate in special promotional events such as National Volunteers Week.
- To produce regular articles/briefings on volunteer related issues for publication and encourage external organisations to contribute to the CF newsletter/website.
- Undertake the administration role for the Hampshire Volunteer Centre Network Group.
- To provide displays and other promotional material and attend special events/open pop-up shops.

### **Teamwork and administration**

- To line manage volunteers as required, providing guidance and support.
- To cover during absence for other Coordinators.
- To contribute to quality monitoring to ensure the delivery of the specified aims and objectives of funders/commissioners.
- Contribute to the writing of reports for measuring impact.
- Assist with the updating of data and keep accurate records on the Volunteer First website. Capture and collate statistics via VF on a monthly basis, to record volunteer numbers, referrals, placements as required by funders and partners.
- Carry out health and safety risk assessments to ensure that the diversity of working environments for volunteers are appropriate for safe working practises.

### **General**

- Work cooperatively with other Volunteer Service and Community First staff and volunteers to enhance the development and effectiveness of the Volunteer Service team and support its integration with other Community First service departments.
- Positively promoting volunteering, Volunteer Service and Community First to the wider community.

- Carry out general duties as part of the Volunteer Service team. Help cover the office, support CF volunteers, assist at events.

### **Standard Terms Common to all Job Descriptions**

- To promote Community First's Equal Opportunities and Diversity policy.
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post.



**PERSON SPECIFICATION**

**Job Title: Volunteer Coordinator**

<b>Requirement</b>	<b>Essential or Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>● Experience of working in the VCSE sector, paid or voluntary</li> <li>● Experience of working with &amp; supporting volunteers</li> <li>● Experience of volunteering</li> <li>● Experience of marketing and promotion</li> <li>● Experience of providing monitoring information to assess the impact of services</li> </ul>	<p>Essential Essential Desirable Essential Desirable</p>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>● A good understanding of volunteering</li> <li>● A good understanding of equal opportunities and diversity</li> </ul>	<p>Essential Essential</p>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>● Excellent IT &amp; administration skills, including experience in using MS office &amp; Google programs</li> <li>● Experience of using Social Media platforms for promotion &amp; marketing</li> <li>● Experience of editing websites and keeping databases up to date</li> <li>● Ability to keep accurate records</li> <li>● Effective time management skills. and ability to prioritise workloads</li> <li>● Ability to train and motivate volunteers</li> <li>● Ability to organise and manage volunteer recruitment</li> </ul>	<p>Essential Essential Essential Essential Desirable Desirable Essential</p>
<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>● A passion for volunteering and the positive impact it has on people &amp; communities.</li> <li>● Able to work effectively under pressure and organise priorities and in a 'lone working' environment.</li> <li>● Ability to work as part of a team</li> <li>● Ability to work on your own initiative</li> <li>● Ability to relate well to a range of different people</li> </ul>	<p>Essential Essential Essential Essential Essential</p>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>● Willingness to undertake further training</li> <li>● Ability to travel within Hampshire</li> </ul>	<p>Desirable Essential</p>



## **Community First** **CONDITIONS OF EMPLOYMENT**

1. Job Title  
Volunteer Service Coordinator
  
2. Salary  
Salary Range: £23,088.00 per annum FTE  
Actual salary £13,104.00 per annum
  
3. Hours of work  
Part time 21 hours per week
  
4. Holiday Entitlement  
25 working days paid leave in each leave year in addition to Bank Holidays (pro rata for part time staff).
  
5. Conditions of Appointment  
A three-month probationary period applies to this post
  
6. Place of work  
Home based with a flexible approach to travel across our area of operation East Hampshire, Fareham, Havant, New Forest and Winchester as required.
  
7. Pension Scheme  
Following successful completion of your probationary period, you will be automatically enrolled in CFW's NEST pensions scheme, provided you meet the Qualifying requirements. CFW will provide employer contribution in line with the provisions of the scheme. You will retain the option to opt out the scheme should you so wish.
  
8. DBS Check  
This post requires an enhanced DBS check.

April 2022