

## LONDON BOROUGH OF HACKNEY

### Job Description

<b>POST TITLE:</b>	Volunteer Coordinator
<b>DIRECTORATE:</b>	Climate, Homes & Economy
<b>SERVICE:</b>	Leisure, Parks and Green Spaces
<b>GRADE:</b>	Sc 6
<b>LOCATION:</b>	Abney Park
<b>RESPONSIBLE TO:</b>	Abney Park Manager
<b>RESPONSIBLE FOR:</b>	Volunteers

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#### Role Purpose

This is a new role developed as part of Abney Park's major National Lottery Heritage Funded restoration project.

From Winter 2024 there will be a range of new activities and ways for people to engage with the park being delivered by the Council and Abney Park Trust. The aim of the volunteering programme is to benefit the volunteers through developing skills and experience and enjoying new challenges and social interactions. The programme will support Abney Park in ensuring more people feel welcome and able to participate and enjoy the space.

Volunteers will be key in delivering

- walking tour leading;
- supporting community workshops, sessions and events;
- archiving;
- researching and
- nature conservation.

The post holder will recruit, manage and develop volunteers in a variety of roles, providing a point of contact and support, arranging training and undertaking monitoring and evaluation. They will schedule, administer and support new volunteering sessions, both one-off sessions and longer term regular projects. The ultimate aim of the role is to increase volunteer engagement and sustain it beyond the life of the project, with a particular focus on inclusion and volunteer development.

The postholder will be expected to:

- Develop the volunteering programme at Abney Park that will self sustain beyond the life of the project
- Recruit new volunteers, including by engaging and partnering with Abney Park Trust, communities, schools and volunteering organisations
- Develop a corporate volunteering program that delivers income for Abney Park, through maximising existing relationships and attracting new relationships
- Develop, manage and implement new volunteering opportunities and programmes
- Plan, organise and manage volunteer training
- Monitor, evaluate and produce reports

#### **JOB DESCRIPTION:**

- Write a Volunteer Policy, Volunteer Plan and Handbook for Abney Park for all volunteers and relevant staff
- Design, develop and manage efficient administrative processes and procedures that support volunteer activity to maximise the effectiveness of the programme
- Be the main point of contact and support for all volunteers
- Develop a marketing plan to promote volunteering opportunities at Abney Park
- Write volunteer role descriptions, work plans, policies and robust risk assessments, ensuring all volunteers go about their duties safely and to a high standard
- Diversify the volunteering programme, develop, trial, evaluate and implement new volunteering opportunities, projects and programmes
- Train and upskill volunteers to lead volunteering sessions, build volunteer confidence ensuring they're able to deliver sessions independently

- Organise flexible volunteer sessions and ensure there is appropriate support for the Volunteer when carrying out their tasks and activities
- Develop and maintain internal and external partnerships that will help to achieve the project's vision and objectives, including with Abney Park Trust
- Together with the Abney Park Manager and Abney Park Trust, identify skills gaps and design and manage the volunteer training programme
- Recruit all new volunteers and work with colleagues in the Recruitment Team to administer any necessary DBS checks
- Organise volunteer social and recognition events
- Evaluate and monitor the volunteering programme and provide financial and progress reports for relevant internal teams and external stakeholders as required
- Respond to all volunteering-related enquiries
- Develop and maintain effective communication channels with volunteers and prospective volunteers
- Manage contact databases adhering to GDPR standards
- Ensure all expenditure is approved in advance by the Abney Park Manager and budgets are updated accordingly
- Keep up to date with current community and volunteering priorities locally and nationally
- Ensure compliance with the Council's Health and Safety Policy and the Health and Safety at Work Act (1974)
- Deal with members of the public in a professional manner
- Undertake any other responsibilities that may be required by the Abney Park Manager commensurate with the grading of the post

## Person Specification

E = Essential

D = Desirable

### ***EDUCATION, EXPERIENCE AND WORKING KNOWLEDGE:***

- Experience of engagement with local residents (D)
- Experience of relationship building and networking (E)
- Experience of delivering corporate fundraising (D)
- Experience of using IT (Google Suite, Microsoft Office) to administer services (E)
- Experience of working in a diverse community (D)
- Good understanding of local government (D)
- Knowledge of and commitment to equal opportunities in service delivery (E)
- Awareness of the principles & practice of good volunteer engagement and development (E)
- Experience and knowledge of marketing (D)
- Experience of volunteer coordination, supervision, development and/or management (E)
- Knowledge of Health and Safety legislation, and a thorough understanding of Health and Safety as it relates to managing volunteers (E)
- Experience of producing Risk Assessments for volunteering activities (E)
- Experience of working in museums, community spaces, parks, green spaces or natural environments to identify suitable volunteering activities and supervise volunteers to undertake such activities (E)
- Understanding of or interest in heritage and local history (D)
- Understanding of or interest in biodiversity and/or arboriculture (D)

- Experience of managing budgets and of delivering, reporting and evaluating projects (D)
- Awareness of equality, inclusion and diversity, health and safety, safeguarding (E)
- Excellent written and verbal communication skills, with the ability to liaise with a range of stakeholders, audiences and project partners (E)

#### ***MANAGEMENT SKILLS:***

- Ability to draft reports and other written material clearly and concisely (E)
- Ability to manage projects effectively so that objectives are achieved to deadlines and cost (E)
- Ability to manage data (E)
- Awareness of GDPR compliance (D)
- Ability to work on your own initiative and with minimal supervision (E)
- Project & budget management skills (E)

#### ***PERSONAL ATTRIBUTES:***

- Ability to employ tact, discretion and sensitivity (E)
- Ability to influence others and gain trust and confidence (E)
- Ability to work as part of a team to achieve outcomes (E)
- Ability to work under pressure, managing competing priorities and meeting tight deadlines (E)
- Excellent interpersonal skills including team working, negotiating, problem solving and the ability to be calm and decisive in challenging situations (E)
- Ability to manage, motivate and inspire volunteers from all walks of life, and to build and maintain relationships with colleagues, external organisations and the public (E)

- Excellent oral and written communication skills, including presentation skills in formal and informal settings (E)
- Self starter with ability to work with the minimum of direct supervision and to prioritise tasks on own initiative (E)
- Flexible approach to working hours including working some evenings and weekends (E)

**The post holder will be required to undertake a DBS check.**

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***