

## JOB DESCRIPTION

**Reference Number:**

<b>Job Title:</b>	Volunteer Coordinator
<b>Location:</b>	Flintshire - Home based with some local travel
<b>Contract Type:</b>	Initial Fixed Term Contract until 28 February 2027
<b>Hours:</b>	21 hours per week
<b>Salary:</b>	£15,375 pro rata (£25,625 Full Time Equivalent)
<b>DBS:</b>	Enhanced Level DBS
<b>Job Family:</b>	Job Family 3
<b>Interview Dates:</b>	July 2026

## Who we are

Volunteering Matters believe people have the power to create change. Whether through volunteering by helping others and giving time, or through social action such as speaking up, campaigning, or leading change, everyone can make a difference. We bring people together through volunteering, to build stronger communities, making sure everyone has the chance to get involved and create real change.

Since 1962, we've used our influence to champion volunteering as a powerful tool to build a thriving, resilient society. Our projects are co-created with the people and communities we work alongside: an approach that encourages our participants to become future volunteers and leaders, not just beneficiaries. We understand the pressures of day-to-day life and create flexible, inclusive volunteering opportunities for people at all stages of life. And beyond delivering projects on the ground, we use our voice to shape policy and practice – ensuring volunteering stays recognised, supported and sustainable.

## What we do

We help people of all ages and backgrounds get involved in volunteering and social action. We focus on making sure that everyone, no matter their situation, has the chance to take part.

## How we do this

We support people to share their time and skills to help others and tackle big challenges in their communities.

- **We remove barriers to volunteering and social action**, making it easier for people who don't always get the chance to take part
- **We listen to and amplify voices** that aren't always heard, helping volunteers and communities influence change



- **We help volunteers beyond their first experience**, offering training, support, and new opportunities
- **We connect businesses with communities**, creating meaningful volunteering projects
- **We show the impact of volunteering & social action**, proving how it changes lives

## Why Join Us?

Every day, older people across Flintshire experience loneliness and social isolation. As our Volunteer Coordinator, you'll lead a project that connects people with friendship, support and their community. Working alongside an amazing group of volunteers, you'll help older people build confidence, improve wellbeing and live more connected lives.

## About the role

We're looking for a Volunteer Coordinator to lead our Flintshire Befrienders project. You'll recruit, train and support volunteers, build partnerships and relationships across Flintshire, and ensure older people receive high-quality befriending support that helps reduce loneliness and improve wellbeing.

This is an ideal opportunity for someone who enjoys working with people, building relationships and making a visible impact in their community. A typical week might include:

- Meeting a new volunteer who is interested in getting involved
- Matching an older person with a new befriender who can support them
- Attending a community networking event
- Supporting volunteers on a 1:1 level
- Writing progress updates for our funders and supporters
- Planning a social activity, or a celebration event

## What we offer

- Flexible, home-based working with the chance to be out-and-about in the community too
- We trust our staff to manage their own workload and diary. This role is home-based, with flexibility around working hours and travel across Flintshire to meet volunteers, older people and partners.
- The opportunity to make a meaningful difference to older people's lives
- A supportive and values-led staff team
- Training and development opportunities



- Mileage and travel expenses reimbursed
- IT equipment provided
- Flexible working hours that help support a positive work-life balance
- Unlimited annual leave

## Key Duties and Responsibilities

- Coordinate the Flintshire Befrienders project, meeting ambitious goals, ensuring all older people and volunteers have a great experience
- Establish strong relationships with colleagues, Volunteers, older people and partners
- Recruit, train and support a team of Volunteers who provide life-changing support to older people across Flintshire
- Match volunteers with older people to create meaningful and sustainable befriending relationships.
- Ensure the project is delivered safely and of the highest quality standards
- Ensure project information and data is collected, and helping to provide updates to funders
- Promoting and representing Flintshire Befrienders and Volunteering Matters to others
- Admin tasks including maintaining records, using a database and Office 365

## Skills Required

- Good knowledge of the life challenges that older people face
- The ability to assess the needs of an individual, using a person-centered approach
- Good written and verbal communication skills
- Good people skills - able to build professional relationships and motivate others
- Good organisational skills including strong attention to detail, the ability to manage a busy workload, prioritize effectively, and working to deadlines



- Good IT skills including the use of Office 365, Microsoft Teams and other software packages
- Good problem-solving skills, able to work independently and use own initiative
- Due to some travel involved, a driving license and access to own vehicle is desirable

## Essential Experience Required

- Experience supporting older people
- Experience in recruiting, managing and supporting volunteers
- Experience of working remotely while being an effective team member
- Experience in developing strong partnerships/relationships
- Experience of achieving ambitious goals, and working to strict deadlines

## DBS check

This role requires an Enhanced Level DBS. We will support you to obtain this.

## Other Requirements for all Volunteering Matters staff

- Enthusiasm for volunteering and creating positive change in communities
- Demonstrates awareness of and alignment with Volunteering Matters' core values
- Works well with others and contributes to a supportive, inclusive workplace environment
- Commitment to Equality, Diversity, and Inclusion (EDI) and treating all people fairly
- Must adhere to the organization's Code of Conduct
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines



This role is funded by:



## Disability Confident & Reasonable Adjustments

We guarantee to interview anyone with a disability whose application meets the essential criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the Job Description under skill and experience.

To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your cover letter.

If you have any questions about current vacancies, the recruitment process, or need support, our team is here to help. Whether you're a candidate looking for more information or with an HR query, please don't hesitate to get in touch.

You can contact us directly by emailing [HRPay@volunteeringmatters.org.uk](mailto:HRPay@volunteeringmatters.org.uk), and a member of the team will get back to you as soon as possible.



*This job description is intended to include the broad range of responsibilities and requirements of the job. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.*

