

<b>Job Title:</b>	Volunteer Assistant
<b>Department:</b>	Facilities & Volunteers
<b>Location:</b>	London
<b>Reports to:</b>	Facilities & Volunteer Manager
<b>Line Management responsibility:</b>	None
<b>Budgetary Responsibility:</b>	None
<b>Child Safeguarding level:</b>	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

**Job Purpose:**

The Volunteer Assistant will support the Volunteer Manager in daily operations related to the management and coordination of volunteers. This role is crucial for maintaining the efficiency and effectiveness of our volunteer programmes, contributing to our mission of serving Humanity.

**Key Accountabilities:**

**Volunteer Recruitment and Management:**

1. Assist with the development and maintenance of volunteer application packs.
2. Support the recruitment of volunteers across the organisation.
3. Manage volunteer induction and conduct training sessions.
4. Ensure accurate record-keeping of volunteer information in compliance with the Data Protection Act and GDPR.
5. Contribute to post-campaign reports and the development of volunteer retention strategies.

**Event and Campaign Support:**

6. Lead on organising and managing volunteer involvement in events and activities, ensuring effective briefing and debriefing.
7. Network with external institutions such as schools, colleges, and community organisations to expand the volunteer pool.
8. Attend career fairs and utilize social media and other digital platforms to advertise volunteer opportunities.

**Compliance and Administration:**

9. Monitor and ensure the health and safety of volunteers during campaigns and activities.
10. Maintain the volunteer's department's intranet and SharePoint filing system.

11. Review and update departmental manuals and policies as necessary.
12. Support the Facilities & Volunteer Manager in preparing seasonal action plans and monitoring budget compliance.

**Other Responsibilities:**

13. Provide cross-departmental support as requested.
14. Work unsociable hours during peak campaign periods and travel around the UK to oversee volunteer events.
15. Ensure confidentiality and comply with all organisational policies, procedures, and legal/regulatory requirements.
16. Ensure all records are maintained and stored appropriately in line with MAUK's document management and IT policies.
17. Perform any other duties commensurate with the accountabilities of the post.

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Person Specification		
	Essential / Desirable	Assessment Stage
<b>Qualifications:</b>		
Educated to Degree level standard or working towards a degree.	Desirable	Application
<b>Experience &amp; Knowledge:</b>		
Knowledge and understanding of the charity sector.	Desirable	Application and Interview
Experience handling sensitive information, knowledge of confidentiality best practices, GDPR compliance, and safeguarding protocols.	Essential	Application and Interview
Understanding in using social media platforms (e.g., LinkedIn, Twitter, Facebook) for effective volunteer recruitment and engagement strategies.	Desirable	Application and Interview
Understanding and experience in implementing safeguarding policies and procedures.	Essential	Application and Interview
Experience in volunteer recruitment, including selection, onboarding, training, and talent management.	Desirable	Application and Interview
Experience in collaborating and building partnerships with schools, universities, youth centres, corporate partners, and community organisations to expand the volunteer network.	Desirable	Application and Interview
Experience working in a diverse team.	Essential	Application and Interview
Ability to supervise, mentor, and motivate volunteers or staff, ensuring high levels of engagement and performance.	Essential	Application and Interview
<b>Skills &amp; Abilities:</b>		
Good interpersonal, communication skills with an approachable personality with stakeholder (internal and external).	Essential	Application and Interview
Excellent time management, reliability, and organisational skills, proven ability to manage multiple tasks simultaneously.	Essential	Application and Interview
Strong analytical skills with the ability to assess situations, identify problems, and implement effective solutions swiftly	Essential	Application and Interview
Good negotiating skills and resolving conflicts, ensuring positive outcomes and maintaining productive working relationships.	Essential	Application and Interview
Ability to work effectively within diverse teams, contributing to a collaborative and supportive team culture.	Essential	Application and Interview

Demonstrates initiative, adaptability, and the capacity to handle situations under pressure while maintaining a calm and professional manner.	Essential	Application and Interview
Good in drafting reports, proposals, and communications with clarity and precision.	Essential	Application and Interview
Proficiency in Microsoft Office applications and the ability to learn and utilise any software adopted by Muslim Aid.	Essential	Application and Interview
Ability to work in fast-paced environment and managing deadline.	Essential	Application and Interview
Experience in coaching and mentoring volunteers or team members.	Desirable	Application and Interview
Ability to develop and maintain strong relationships with key stakeholders, enhancing collaboration and program success.	Essential	Application and Interview
<b>Commitments:</b>		
Commitment to Muslim Aid's mission, visions and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity and diversity	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below :	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee Signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	