



## Job Description & Person Specification

### Programme & Volunteer Coordinator

**Location:** Working from home / Frequent travel across the UK (ability to use the London office if required)

**Reporting to:** Head of Service Delivery

**Hours:** Full time, 35 hours per week

- **Our purpose:** We support people on long prison sentences to take their next steps in life so they benefit, their families benefit and the wider community benefits too.
- **Our vision:** A future where everyone can achieve their potential within and beyond prison.
- **Our mission:** Specialising in the unique needs of people on long sentences, we provide tailored practical and financial support to help people find belonging, move into work or training, and reach their personal goals.

#### Role summary

The Hardman Trust supports people on long prison sentences to take their next steps in life. As the programme & volunteer coordinator your role is to help make this a reality through the coordination of programmes in line with our business plan, and overseeing the recruitment, onboarding and support of our volunteers.

Your role is designed to flex to coordinate existing or new programmes as the needs of our organisation and its users evolve. In its first year, your role will be to coordinate our Penfriends letter writing programme and our grants programme. This will involve growing both programmes across the estate, liaising with prisons to ensure the smooth running of both programmes, and ensuring sufficient volunteer coverage. You will have day-to-day administrative support from our Office, Programmes and Grants Administrator to complete administrative tasks, and you will be supported by the Head of Service Delivery to embed an organisational-wide approach to volunteering.

With an enthusiasm for our mission, you will be a good communicator, professional, well organised and eager to support those we are here to serve. You will work closely with the rest of the team to connect our work, create a cohesive programme offer, and ensure the smooth day-to-day delivery of our programmes and services with the needs of our service users at its core. You will build strong relationships with prison stakeholders across the estate, raising the profile of our work and seeking opportunities to do more to support the people we are here to serve: people on long term sentences.

We are keen that our staff grow and develop as the organisation grows and develops. It is therefore essential that you are willing to complete a professional qualification related to the role, such as the ILM Level 3 in the Management of Volunteers. This will be paid for by The Hardman Trust.

## Tasks & responsibilities

### 1. Programme coordination

- Coordinate existing programmes delivered by The Hardman Trust
  - *In year one: Grants programme*
    - Liaise with prisons we already work with to ensure applications for grants are submitted on time and in line with our criteria. Work in a targeted and proactive way to engage with prisons we don't work with, to grow the programme and ensure equal access across the estate.
    - Oversee the annual budget for grants, ensuring restricted funds are allocated appropriately, and proactively.
    - Manage the flow of applications, meeting application targets for each region
    - Work with the administrator to:
      - Ensure applications are uploaded to our database, and that decision letters are sent within a reasonable timeframe
      - Check applications as they are submitted, and seek more information from the applicant/prison as required
      - Coordinate volunteer assessors to assess applications in a reasonable time frame
      - Prepare and coordinate quarterly grant decision-making meetings
      - Ensure letters are sent to grant applications once a decision has been made
    - Work with the Programme Development & Delivery Manager to link the delivery of the grants programme to the support programme, ensuring a clear pathway between both programmes. The grants programme will transition to become embedded within the support programme model during the course of the 2023-2026 strategy.
  - *In year one: Penfriends programme*
    - Liaise with prisons we already work with to maintain the penfriends programmes across those sites. Work in a targeted and proactive way to engage with prisons we don't work with, to grow the programme and ensure equal access across the estate.
    - Communicate with volunteer letter writers and resolve queries as they arise
    - Work with office-based volunteers to monitor letters between volunteers and people in prison, to ensure the safety of all involved in the scheme
    - Work with the administrator to:
      - Ensure prisoners are matched to volunteers in a reasonable time frame
      - Ensure our database is up to date, and that prison/volunteer letters are sent promptly.
- Coordinate and pilot new programmes as required by the organisation, following the business plan / organisational strategy. New programmes will be agreed organisationally, responding to user needs.
- Work with the broader service delivery team to ensure programmes are connected, creating a cohesive experience for service users.
- Ensure evaluation and feedback processes are followed to enable effective quality monitoring and impact measurement. Ensure feedback is acted on and recorded appropriately, to improve the quality of the programme.
- Consider the experience of the person in prison at every stage of our process – are they having a positive experience of Hardman Trust?

- Meet the requirements of the annual business plan, in line with our strategy, to ensure we are meeting our KPIs and objectives for each area.
- Take a data-led approach to ensure good outcomes for people in prison, in line with our theory of change. This includes effective use of our database to track engagement, and use of MOJ data to understand prison trends / areas of need.

## **2. Volunteers**

- Take the lead on volunteering at The Hardman Trust, creating an organisational-wide approach.
- Work with the Head of Service Delivery to embed the Volunteering Strategy across the organisation, to ensure a consistent, cohesive and quality experience for new and existing volunteers. This includes being the organisational lead on volunteer recruitment, induction, training, and ongoing communication and support.
- Work with the broader team to ensure the effective day-to-day coordination of Hardman Trust's volunteers. These volunteer roles include:
  - Penfriend letter writers
  - Grant assessors
  - Office volunteers
  - Support programme volunteers (in partnership with the Programme Development and Delivery Manager)
  - Fundraising / Communications volunteers (in partnership with the Senior Income Generation and Communications Officer)
- Create opportunities for other volunteering roles within the organisation, including short-term, 'micro volunteering'.
- Work with the Head of Service Delivery to coordinate adequate training provision for volunteers, to ensure they have the knowledge and confidence to fulfil their roles safely and effectively.
- Ensure effective ongoing communication with volunteers to provide updates on the organisation and involve them in The Hardman Trust's work.
- Ensure a good experience of Hardman Trust for all volunteers, through effective and professional communication and organisation skills.

## **5. Partnerships, products and services**

- Build key relationships with all departments across the estate and in the community. Attend events to raise the profile of the Hardman Trust.
- Look for new, creative and innovative opportunities to improve our work.

## **6. Reporting**

- Ensure effective record keeping, with clear and appropriate case notes and records on our database relating to service users and the support and interventions they have received.
- Ensure we are routinely collecting useful data and feedback on the impact of our programmes.
- Provide reports to the Head of Service Delivery as required, to monitor progress against our objectives.
- Collect case studies and quotes for reports and communications, ensuring we have consent to utilise these.

## **6. Other**

- To resolve any issues arising from the programme as required, taking a solution focused approach.
- To support the wider team, providing holiday cover as required.
- Put the service user at the heart of what you do, act with the interests of our beneficiaries in mind.
- Work in line with the Hardman Trust's values, actively contributing to a culture of learning, reflection, team work and development, ensuring quality in your work.

- Participate in regular one-to-ones and reviews, contributing to the identification of objectives and professional development goals.
- To undertake other duties and responsibilities commensurate with the role, as may be reasonably required by Hardman Trust or as a mutually agreed development opportunity. This document will be subject to periodic review in consultation with the job holder.

### Person Specification

Experience		Essential	Desirable
1	Experience working in criminal justice (charities, prisons, probation, or other) in a client-facing service delivery or coordination role.	X	
2	Experience developing and maintaining a wide range of relationships, e.g., prison staff, other charities, internal colleagues, and volunteers.	X	
3	Experience recruiting, training and coordinating volunteers.	X	
4	Experience delivering or coordinating criminal justice-related programmes or services in the community or in prison.		X
5	Experience in service user, co-creation or lived experience approaches to service design		X
Skills and abilities		Essential	Desirable
6	Excellent organisational and planning skills.	X	
7	A proactive and solution-focused mindset, with the ability to think autonomously and problem solve, e.g., overcome challenges with programme delivery.	X	
8	Professional communication skills, with the ability to adjust your communication style to different audiences including service users, colleagues and external colleagues.	X	
9	Confident when speaking in public, with the ability to deliver workshops, presentations and training sessions - or the willingness to develop these skills.	X	
10	Ability to manage a budget and ensure restricted funds are spent in the required areas.	X	
11	Good time management skills, with the ability to prioritise your workload, work autonomously and balance the needs of multiple priorities.	X	
12	Ability to write clear and appropriate case notes, reports, emails and other key communications.	X	

13	Ability to work in a results-focused way, focusing on the best outcomes for those we are here to serve.	X	
14	Ability to think creatively, with an openness to new ideas and approaches	X	
15	Ability to foster and demonstrate the values, aims and objectives of The Hardman Trust in your work.	X	
<b>Knowledge and understanding</b>		<b>Essential</b>	<b>Desirable</b>
16	Knowledge of (or lived experience of) the criminal justice system/prisons	X	
<b>Technical &amp; qualifications</b>		<b>Essential</b>	<b>Desirable</b>
17	Commitment to develop your knowledge and understanding with the completion of an ILM Level 3 in Volunteer Management, bringing this knowledge into the organisation	X	
18	IT literate, with experience using databases for effective record keeping.	X	
<b>Personal characteristics</b>		<b>Essential</b>	<b>Desirable</b>
19	Proactive, solution-focused, creative thinking and professional.	X	
20	Performance-minded and results-orientated, with prison leavers at the heart of what you do.	X	
21	Non-judgemental attitude towards working with prisoners. Committed to anti-discriminatory and inclusive working practices.	X	
22	Approachable, team player and able to form positive working relationships.	X	

### Circumstances

- The right to work in the UK
- The ability to gain prison clearance
- The ability and desire to work remotely