



Action for Happiness

Volunteer and Community Coordinator Application Pack



ACTION FOR HAPPINESS



Our Mission: promote a happier world with a culture that prioritises happiness and kindness for all.



Action for Happiness is on a mission to create a happier and kinder world and we need a superhero to join our team.

This is a unique opportunity for someone with the right blend of skills and - above all - the ability to engage with a wide range of people with enthusiasm, proactiveness and competence. We're looking for someone who...

- Shares our passion for happiness, wellbeing and social change
- Is a positive go-getter with buckets of personal energy and drive
- Is friendly, warm-hearted, collaborative and is interested in learning about people, volunteering and facilitation
- Is an independent thinker with the confidence make their own decisions whilst keeping a wider team involved
- Is able to read and process large volumes of text week after week without losing focus
- Can show up for work wholeheartedly and wants to be part of a team that prioritises emotional connection and care alongside getting things done
- Is willing to start by learning a lot about how things work and is interested in growing and deepening their work over time



We can't wait to meet you!

Alex Nunn,
Head of Movement Building





The key to creating real and lasting change is to bring people together

The mission of Action for Happiness is to help people create a happier world, with a culture that prioritises happiness and kindness. We do this by helping people get together regularly (face-to-face where possible) to learn evidence-based skills for happier living, feel a sense of belonging and commit to personal action to create more happiness, both for themselves and others.

Our work is evidence-based and grounded in these core beliefs:

- **Happiness matters** - People's overall wellbeing is the 'ultimate good' and everything else in our society should contribute to this.
- **Our actions make a difference** - Happiness is something we do. We can change how we feel by taking small daily actions at home, at school, at work and in wider society.
- **It's ok to not be ok** - Happiness is not about ignoring difficult feelings. Being present with all our emotions - and feeling sad when we need to - contributes to wellbeing in the longer term.
- **Our happiness is part of something bigger** - A happier world comes from bringing happiness to others as well as ourselves.
- **We make the biggest difference together** - Happiness is not a solo pursuit. When we connect together it's easier to make happiness a habit, feel a sense of belonging and have a positive impact.

We work at various levels to pursue our mission, and this role relates to our **Community Building** workstream - the focus of which is to bring people together for rich and impactful experiences (such as monthly groups and courses) led by our volunteer facilitators.

The community building team is currently four people helping to manage over 2000 trained volunteers. We are offering this exciting opportunity for an enthusiastic and skilled generalist to join a rapidly scaling project, do highly meaningful and rewarding work and provide support to all members of the team.

Core responsibilities:

- **Reviewing volunteer applications** and approving or rejecting candidates based on their suitability
- **Supporting volunteers alongside the team** right the way through their journey from training to delivery (inc. case monitoring and follow-up emails)
- **Shadowing and supporting other team members** to gain a general understanding of how things work across the board and finding ways to help out
- **Overseeing the online volunteer community (using the Mighty Networks platform)** monitoring and moderating, welcoming new members and occasionally generating content
- **Joining volunteer review and training calls** to learn more about volunteer needs and ideally moving towards being able to run these kinds of calls in future
- **Sharing responsibility for the general inbox** answering queries from volunteers and participants about courses, groups or related issues.
- **Contributing to reviewing volunteer feedback** particularly to flagging urgent issues for team attention.



Associated responsibilities (as needed):

- Active participation in team meetings
- Representing volunteer needs to the team to contribute to program strategy
- Referencing and contributing to the organisation's FAQ/knowledge base
- Helping to troubleshoot and sometimes fix technical errors
- Contributing to volunteer newsletter



Key Success Metrics:

- *Increase in overall team capacity to support on-going growth*
- *Volunteers processed efficiently resulting in more courses and groups delivered*
- *Feedback from volunteers indicating they feel well-supported*
- *Demonstrable learning of how things work across the system to allow flexible support to be provided when and where it is needed*
- *Overall team wellbeing maintained or boosted thanks to positive support*



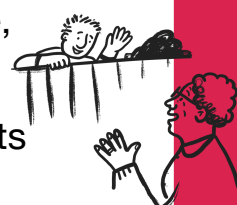
Essential skills and attributes:

- **Conviction about our mission** with personal experience relating to wellbeing and mental health
- **Responsible and conscientious** regarding delivering work objectives and able to work remotely with minimal supervision
- **Positive, friendly and collaborative** style of working with great relationship building and communication skills
- **Willingness and enthusiasm** to be trained up, learn about our work and grow your skills and understanding
- **Emotionally open, authentic and compassionate** ready to be part of a team that cares about one another deeply
- **Relatively tech savvy** able to pick up and navigate sometimes convoluted tech platforms and tools



Preferable skills and experience (non-essential):

- Personal experience of and interest in volunteering and facilitation
- Experience of using Action for Happiness programs and resources
- Familiarity with key online systems (Airtable, Zoom, Google suite, Zapier, Drupal, Mailchimp)
- Background in social change and or wellbeing promoting projects



Location:

Flexible (office based in Holborn, London – but remote working expected)

Duration:

12 month contract with potential for extension

Commitment:

Minimum 2 days/week (ideally spread across Mon-Fri), potentially rising to full-time 5 days/week (once role has been proven).

Reporting to:

Head of Movement Building (Alex Nunn)

Contract type:

This is a fixed term contract for a self-employed individual with the necessary skills and attributes (see above). The contracted worker will be responsible for managing their own tax, VAT and insurance requirements.

Overall contract value to be based on agreed day rate and invoiced monthly.

Contract rate:

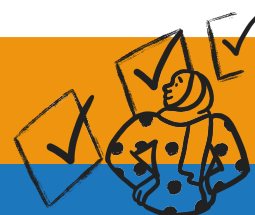
To be agreed based on experience.

Equivalent to annual salary in range of £25,000 - £35,000 (pro rata).



Action for Happiness is committed to diversity and inclusion and we welcome applications from people of all ages, ethnicities and backgrounds.

Ultimately it will be the right person - and not necessarily the most extensive list of qualifications - that gets the role. So, if you feel you might be a great fit and could add a lot of value, but have a slightly alternative profile than we appear to be asking for, please do apply nonetheless.



Applications:

To apply for this position please send a proposal letter/email (no more than 500 words max) and CV to:

courses+job@actionforhappiness.org

Please use the subject line: VCC application (Your Name)

Deadline:

Closing date for proposals: Friday 5th April 2024

Shortlisted candidates will be interviewed as soon as possible



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