



**PERSON SPECIFICATION - Services & Volunteer Coordinator – January 2025**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant professional qualification or equivalent work experience</li> </ul>	<ul style="list-style-type: none"> <li>• Project management qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in the voluntary or health sector</li> <li>• Coordinating a range of projects/services</li> <li>• Working with volunteers</li> <li>• Experience of using MS 365 software</li> </ul>	<ul style="list-style-type: none"> <li>• Development, recruitment, training and support of volunteers</li> <li>• Implementing and evaluating volunteer programmes</li> <li>• Providing a helpline/information service to the public</li> <li>• Project management</li> <li>• Using a data management system or CRM</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to work independently, managing changing priorities and own workload accordingly</li> <li>• Able to develop and maintain strong relationships with volunteers and colleagues</li> <li>• Excellent communication skills both verbal and written format</li> <li>• Understanding of GDPR and good data practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to write project reports updating senior leadership on progress and identify any areas of need</li> <li>• Current knowledge of good practice in volunteer recruitment and development</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Team player; ability to communicate effectively with colleagues at all levels</li> <li>• Organised and attentive to detail</li> <li>• Commitment to diversity and inclusion</li> <li>• Willingness and availability to work evenings and occasional weekends</li> <li>• Approachable and professional</li> <li>• Flexible and creative thinker</li> <li>• Empathic and non-judgemental approach</li> </ul>	<ul style="list-style-type: none"> <li>• An awareness of PRD and an affinity for PRDA's organisational goals</li> </ul>