

Job title:	Volunteer Co-ordinator
Salary:	£29,062 per annum
Hours:	35 hours per week (flexible – some evening / out of office hours including weekends)
Pension:	Employee's and employer's contribution matched up to 5% of salary
Annual leave:	25 days per annum pro rata (up to 5 additional days relating to continuous service)
Tenure:	Initial contract to 31 March 2029, funded through National Lottery Community Fund, extension subject to funding
Based at:	Birmingham Settlement Sports & Community Centre, 600 Kingstanding Road, Birmingham, B44 9SH. Potential for hybrid working.
Responsible to:	Income & Communications Manager
Responsible for:	No direct line management; but responsible for volunteers across all 'Settlement Centres and services.
Role Purpose:	Responsible for the recruitment, induction and management of volunteers and volunteering across the Settlement in line with the Settlement's aims and objectives.
Allowances:	This post qualifies for casual car user allowance
DBS:	This post requires enhanced DBS clearance

About Birmingham Settlement

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our five organisational objectives are:

- 1) To improve financial resilience – people and communities
- 2) To build individual and community wellbeing
- 3) To develop people – skills, confidence, voice
- 4) To build environmental awareness and action
- 5) To build and maintain a sustainable organisation

We do this by providing services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunity and improve lives.

We now have a great opportunity for someone who is passionate about people and volunteering. Working across our bases in Kingstanding, Ladywood and Newtown as well as our Floating Community Hub, the 'Ellen Gee', and our 3 charity shops (Sutton, Boldmere, and Wylde Green), you will deliver several core objectives of our new National Lottery Reaching Communities "Connected Communities" programme, by developing and coordinating meaningful volunteer roles that make a difference.

In this key role, you will be recruiting volunteers, supporting their induction and helping us to celebrate the wonderful contribution that volunteers make to our charity. You will ensure that volunteers are well equipped to carry out their roles competently and confidently as well as support existing volunteers and ensure processes and procedures are firmly embedded.

You will work with our teams to develop new volunteer-led activities that achieve positive outcomes aligned with our organisational aims and objectives, and monitor, measure and communicate the impact volunteers make to the 'Settlement – and beyond.

We are looking for a proactive candidate with proven experience and a strong background in volunteer and people management. You will need excellent organisational skills, experience of community engagement, be skilled in building relationships, have close attention to detail, and a passion for working with people.

The requirements listed below are broad definitions of the role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

Key accountabilities/job purpose

1. Corporate Requirements:

- a) To positively represent and demonstrate a commitment to the aims, objectives and values of Birmingham Settlement at all times.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work at all times in accordance with, and to assist the development and implementation of policies and procedures for service delivery and Birmingham Settlement as a whole including:
 - a. Equal Opportunities and Diversity
 - b. Safeguarding
 - c. Health and Safety
 - d. Confidentiality
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of and delivering excellent customer care.
- e) To ensure all service users can feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.

- f) To develop and contribute to integrated working through communication and coordination of service delivery across Birmingham Settlement and its partners.
- g) To contribute to the sustainability of Birmingham Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental, and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.
- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

2. Core Duties

To work with Managers and Project Staff to coordinate and develop the Settlement's volunteering function including:

- a) Expanding Birmingham Settlement's volunteer base in line with KPIs – including publicising and promoting volunteering opportunities, recruitment, training, and supporting new volunteers, growing our network of community changemakers.
- b) Implementing, updating and developing volunteer processes and procedures including the volunteer handbook, recruitment (including DBS checks, references), induction, training, management, and personal development plans.
- c) Building and maintaining effective relationships with current volunteers through excellent communications that strengthens retention and engagement.
- d) Actively building Corporate Social Responsibility (CSR) relationships, acting as first contact for new enquiries and working closely with Managers to ensure alignment with organisational opportunities and effective placement of CSR teams.
- e) Proactively undertaking community outreach and engagement, including organising of volunteer open days, recruitment events, attending external volunteering fairs and engaging with local agencies to promote volunteering and grow networks.
- f) Working with Managers and Community Action teams to proactively expand existing, and develop new, volunteer-led activities and services to meet changing local need, creating fresh opportunities for community-led projects, co-creation, skills development, and enterprise.
- g) Celebrating the contribution made by Birmingham Settlement volunteers, by nominating individuals and groups for awards, organising appreciation events and setting out good news stories/press releases.
- h) Coordinating ongoing support and training for volunteers; upskilling local people with skills and leadership opportunities improving employability and economic resilience.
- i) Increasing the number of volunteers from marginalised groups prioritising young people, the long-term unemployed, and those excluded from mainstream opportunities.
- j) Managing and maintaining a volunteer and client database through our online CRM system including regular update of files and review of information, in line with UK law.
- k) Recording, measuring, monitoring and communicating the impact of the Settlement's volunteers, to prepare case studies and to contribute to reporting and monitoring for funders and stakeholders including to prepare, submit, and contribute to operational reports to the Management Team, Chief Executive and Board of Trustees as required.
- l) Working towards and achieving Investing in Volunteers (IIV) or equivalent quality marks, demonstrating excellence in volunteer management.

- m) Supporting the Income and Communications Manager with other tasks including contributing to funding applications and project planning as required.

3. Value for Money:

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs.
- Promotion of energy saving and cost reduction e.g. recycling, reusing, reducing; responsibility and commitment to energy saving utilities e.g. lighting, PCs, reduced printing.
- Promoting, encouraging and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

Person specification

Criteria	Essential	Desirable
Experience		
a) Demonstrable experience of working in a service delivery environment.	X	
b) Previous experience of working with, and training volunteers		X
c) Experience of office administration and setting up new processes	X	
d) Experience of developing policies and procedures in line with legal requirements	X	
e) Organising, managing and promoting volunteer opportunities, events and activities.		X
Skills and specialist knowledge		
a) High level communication skills that can be adapted for diverse audiences	X	
b) The ability to develop relationships, build networks and liaise with wide range of individuals and stakeholders (e.g., local community, schools, universities, corporates, funders and agencies)	X	
c) Ability to develop and implement strategies and work-plans	X	
d) Experience of monitoring and impact reporting, producing case studies and promoting work of volunteers	X	
Education/Training and Qualifications		
a) Relevant professional qualification/willingness to work towards		X
Communication/interpersonal skills		
b) Excellent verbal communication skills and with ability to inspire and positively liaise with diverse individuals and external agencies.	X	
c) Ability to use tact and diplomacy with a professional approach.	X	
d) Ability to work pro-actively, flexibly, and creatively with others.	X	

Equality and diversity		
a) An awareness and understanding of and commitment to, the principles of good practice in relation to equality and diversity.	X	
IT and technology		
a) A good knowledge of computer applications including MS Office, Database and infographics and a willingness to use IT and other office technology to more effectively carry out the duties of the post.	X	
Other		
a) Strong organisational skills with a systematic approach and the ability to work under pressure, to prioritise and meet deadlines and targets.	X	
b) Self-motivated with an ability to work on own initiative.	X	
General		
a) Experience of working within the voluntary/charitable sectors.		X
b) A genuine passion and an understanding of the impact our work in communities including understanding of individual/community needs in the areas we serve.	X	
c) Ability to empathise with the different and often difficult circumstances experienced by our service users.	X	
d) A full clean driving licence and access to a car.		X

I understand and agree to the above terms and conditions of my role/job description

Signed **Date**