




## Volunteer Coordinator Job Description & Person Specification

<b>Accountable To:</b>	<b>MCFT Manager</b>
<b>Contracted Hours:</b>	<b>35 hours (full time)</b>
<b>Length of contract:</b>	<b>Fixed term 4 years</b>
<b>This post is funded by:</b>	
<b>Salary:</b>	<b>£29,500 per annum</b>
<b>Holiday entitlement:</b>	<b>21 days plus Bank Holidays</b>
<b>Responsible for:</b>	<b>Recruitment, development and training of volunteers and lead volunteers</b>

### **Background:**

Merstham Community Facility Trust (MCFT) was established as a charity in 2006 with the aim to “Support, Empower and Connect” the residents of Merstham to improve their quality of life and to increase the opportunities available to them by providing equal access to provisions and opportunities.

MCFT’s Mission is to proactively help our community thrive by providing inclusive access to opportunities, facilities and services which enhance:

- community leadership and cohesion
- health and wellbeing
- aspiration and opportunity
- independence and inclusion
- skills and employability

In order to carry out our work we rely on our volunteers and being able to bring on board new volunteers as needed.

### **Purpose of job**

The purpose of this role is to recruit, support and develop volunteers and lead volunteers to ensure that each project has sufficient volunteers and at least one lead volunteer with the skills necessary to ensure the projects are successful and meet their outcomes and impacts.

Work with MCFT’s Project Lead post holder to help upskill lead volunteers with the aim of projects being community managed by lead volunteers with support from MCFT rather than managed and led by MCFT staff.

We are keen to ensure that our volunteers have the opportunity to gain new skills and the Volunteer Coordinator is responsible for developing a suite of accredited and informal qualifications, skills and knowledge to help our lead volunteers manage projects or move our volunteers and lead volunteers into paid work should they chose to move on.

## **Main Responsibilities**

The postholder will be responsible for the following:

### **Management:**

- Be responsible for managing and delivering agreed KPIs and outcomes from our recent National Lottery grant which is volunteer focused.
- Help MCFT to deliver against KPIs and outcomes for each of our projects through effective recruitment and development of volunteers.
- Maintain documentation to monitor and evaluate activities and contribute to reports for funders and trustees to ensure that MCFT is able to meet the reporting requirements of our grant funders.
- Support the MCFT Manager and Trustees by gathering data, narrative and stories to show our impact which will be used in future funding reports and applications. #
- Manage delegated budgets and other resources and produce budget reports monthly or as requested.
- Ensure volunteer expenses are appropriate and agreed expenses are reimbursed
- Ensure compliance with and implementation of MCFT's policies and procedures and other statutory regulations.
- Maintain a thorough understanding of the strategic threats and opportunities in the context of the Merstham community, to assist in the management of risk and enable MCFT to harness opportunities.

### **Volunteer related**

- Promote volunteering through recruitment and publicity strategies and campaigns
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the projects, matching volunteers to projects and opportunities
- Build on existing processes and practices to support volunteers from their initial interest through recruitment and induction, training and development, external placements and opportunities.
- Further develop and deliver our lead volunteer programme to support the needs of our existing projects and new projects as they come on line
- Provide management, support and supervision to volunteers including rotas, taster sessions and induction for all volunteers
- Ensure that all volunteers receive the appropriate mandatory and additional training both from external providers and by preparing and delivering some training modules for volunteers mindful of available budgets
- Review the opportunities that can be made available for volunteers to engage in and contribute to the activities being undertaken at the Hub
- Monitor, support, motivate, accredit and celebrate volunteers and their work
- Raise the profile of volunteering by nominating volunteers for external awards and organising celebration events for volunteers and events to attract new volunteers

### **Administrative**

- Maintain up to date volunteer information according to our GDPR and privacy policy using the software provided so that we can review training records etc

- Ensure that all risk assessment, licensing, environmental health, health & safety, and other legal and other requirements relating to volunteers are up to date documented and complied with.
- Create new policies and update volunteer policies and procedures, as necessary and according to the MCFT policy calendar
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- Work with multiple agencies across different sectors in order to establish good working relationships to attract further volunteers; develop opportunities for volunteers to undertake work placements and similar
- Maintain the quality of service provision, regularly evaluating work and seeking to make improvements.

### **Other duties**

- Act professionally at all times and to be an effective ambassador for the community and MCFT.
- Be an effective team member with a high level of personal drive.
- Be committed to operating in a way which treats all members of the public, volunteers, colleagues in an equitable, inclusive, non-discriminatory, non-judgemental in all aspects of the role.
- Contribute to a cooperative working ethos across the Hub and beyond, help to ensure the smooth running of the Hub and positive experience of hub users.
- Some evening and weekend work may be required

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list, and you may be asked to carry out other tasks.

MCFT reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing.

## Person Specification

Heading	Selection criteria	E= essential D= desirable
<b>1. Education/ qualifications</b>	1. Good, general education sufficient to enable post holder to communicate effectively with a wider range of stakeholders, customers, organisations. 2. A relevant degree or qualification (Volunteer management, Youth & Community Work, Social Care, Community Development)	1. E 2. D
<b>2. Experience</b>	3. Experience of recruiting, managing and/or working with volunteers. 4. Experience of organising and/or delivering training 5. Experience of working as part of a team. 6. Experience of working in a public facing role.	3. E 4. E 5. E 6. E
<b>3. Skill and abilities</b>	7. Interpersonal, relationship-building and networking skills 8. The ability to multitask and prioritise your workload 9. Confident decision making 10. Time management skills 11. Project management skills 12. Clear and concise writing skills 13. Teamwork skills and the ability to lead and motivate others 14. A practical, flexible and innovative approach to work. 15. Ability to produce reports and impact information	7. E 8. E 9. E 10. E 11. D 12. E 13. E 14. E 15. E
<b>4. Resource Management</b>	16. To responsibly manage the budget and resources allocated	16. E
<b>5. Knowledge</b>	17. Knowledge of the voluntary and community sector 18. Commitment to and understanding of equal opportunities. 19. Knowledge of the requirements of the needs of people with disabilities and/or experiencing mental health issues 20. An understanding of the importance of safeguarding issues in relation to children and to vulnerable adults. 21. Knowledge and experience of health and safety good practice and legislation 22. Knowledge of ICT packages including Microsoft Office suite.	17. E 18. E 19. E 20. E 21. E 22. E
<b>7. Other</b>	23. Able to work flexibly, including being at the Hub on evenings and weekends on occasion.	23. E