



RECRUITMENT STATEMENT

Doorstep Library is committed to safeguarding and promoting the welfare of children, young people, and all those it comes into contact with. All employees undergo rigorous safer recruitment processes including specified interview questions, a DBS check, and the collection of written and/or verbal references. Safeguarding training is a mandatory part of the induction process for all employees, and employees are expected to always adhere to our safeguarding policies and procedures.

ABOUT US

Doorstep Library is a community-focused literacy charity dedicated to bringing the magic of books and the joy of reading directly into the homes of children aged 0-11 who need our support. We recruit and train home and online reading volunteers to go into disadvantaged areas of London to inspire a love of books, of stories and storytelling, and to instill a lifelong passion for reading.

Equipped with a reading stool and a backpack brimming with books, our volunteers are right there ready to help and inspire. Our unique home-based service, whether in person or online, enables us to find the most appropriate books for every child we visit and build a relationship with the whole family. We use books to fuel children's natural love of stories, fire their imaginations, and encourage their appreciation of reading.

We encourage parents/carers to participate during visits, our goal is to help each child develop the self-confidence and essential skills they need to access all the opportunities that will come their way in life.

Our impact is long-lasting. For us, the 'happy ever after' is when we know the power of literacy and the joy of reading are helping a child change their own story for good. Every story shared is a story changed.

JOB SUMMARY

Job Title: Volunteer Coordinator
Contract Type: Permanent
Hours per week: Full time – 35 hours per week
Working pattern: Our core working hours are Monday – Friday, between 9.00am and 7.00pm (occasional out-of-hours working to support training & events)
Main Location: Hybrid working – from home and at our Head Office in Victoria (8-10 Grosvenor Gardens, London SW1W 0DH)
Reports to: Volunteer Engagement Manager
Annual Salary: £26,780
Full Time Annual Leave Allowance: 25 days per annum, plus bank holidays
Pension Contributions: 6% (based on a 2% minimum employee contribution)
Additional Benefits: flexible working, Employee Assistance Programme, staff discount scheme (BenefitHub)

JOB PURPOSE

- Supporting the recruitment of Doorstep Library volunteers for home and online reading projects, ensuring they are fully trained and vetted and able to deliver our reading projects in accordance with our policies
- Leading the onboarding of volunteers (interviewing, processing DBS checks and references, training)
- Managing the scheduling of volunteers for their reading sessions each week
- Supporting the engagement and retention of volunteers

ABOUT THE ROLE

Our Volunteer Engagement Team is at the heart of what we do - recruiting, onboarding, and training volunteers for our home and online reading projects. We work to ensure our volunteers stay engaged and excited to be a part of Doorstep Library, keeping retention rates high and making a lasting impact on the community. We're looking for a dynamic Volunteer Coordinator to join us in driving our mission forward. Reporting to the Volunteer Engagement Manager, you will work closely with various teams across the charity, including service delivery and marketing, to create a seamless and inspiring experience for our volunteers.

As our Volunteer Coordinator, you'll be the face of Doorstep Library, welcoming prospective and new volunteers with enthusiasm and energy. You will manage onboarding, making sure we have the right volunteers in the right roles, and ensuring all recruitment checks are carried out. Plus, you'll play an active role in delivering volunteer training and managing the coordination of volunteers for their weekly reading sessions.

Your passion for our work will be contagious, as you confidently share the Doorstep Library story with new volunteers and external organisations. You'll also be instrumental in helping us reach new audiences, ensuring that we continue to grow and meet our exciting targets. If you're ready to take the next step in your career and be part of something truly impactful, we want to hear from you!

MAIN RESPONSIBILITIES & DUTIES

Volunteer Recruitment

- Work with the Volunteer Engagement Manager to grow and diversify our volunteer cohort, establishing new relationships, building networks and engaging with communities
- Work with the Marketing & Communications Manager to support volunteer recruitment campaigns

Volunteer Onboarding

- Arrange & conduct volunteer interviews and process references and DBS checks for successful applicant's
- Support the administration and delivery of volunteer training
- Be the first point of contact for prospective and new volunteers throughout their onboarding process

Volunteer Scheduling

- Manage planned and unplanned volunteer absences and to ensure gaps are filled with stand in volunteers to deliver service continuity
- Work with our external database provider to ensure the volunteer database is working effectively and solving any errors with the Volunteer Engagement Manager

Volunteer safeguarding

- Be responsible for renewing volunteer DBS checks every three years and maintaining up-to-date records in compliance with safeguarding procedures for all volunteers.
- Ensure all volunteers on projects have completed relevant training and annual safeguarding refreshers

Volunteer Engagement

- Manage Stand-in Volunteers, being their primary point of contact, scheduling & conducting courtesy calls, collating trial feedback, and responding to inquiries promptly.
- Support the Volunteer Engagement Manager with the volunteer committee/forum
- Assist with the planning and delivery of volunteer social events

PERSON SPECIFICATION

Essential Criteria

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| 1. | Experience of working with volunteers |
| 2. | Strong written and verbal communication skills, with the ability to convey information clearly, succinctly, and engagingly to diverse audiences. |
| 3. | Excellent organisational and administrative skills, with the ability to manage multiple projects and tasks simultaneously, communicate with various people, and take ownership of work while maintaining attention to detail. |

4.	Strong relationship building skills – experience of working with a wide range of people, from stakeholders to potential volunteers
5.	Able to apply creative approach to volunteer recruitment
6.	Experience of presenting – both on and offline - to groups of people
7.	A positive team-player, working with, supporting and encouraging colleagues
8.	Experience of working with a database
9.	Ability to work flexibly, adapting to rapidly changing demands and opportunities while retaining a clear strategic focus
	Desirable Criteria
1.	Be able to demonstrate knowledge of the volunteer life cycle process and how to successfully recruit, motivate and retain volunteers
2.	Knowledge and understanding of safer recruitment best practices
3.	A knowledge of and/or interest in children’s literature/education sector