

Volunteer and Support Services Coordinator

Salary: £25,000

Contract: 2 year fixed term

Hours: 5 days per week (35 hours) some weekend and evening work required

Location: Based in our office in Brunswick Court, BS2 with flexibility for home working

Benefits: 30 days annual leave (pro rata), 5% pension contribution, Employee Assistance Programme

About this role

This role will work closely with the Head of Support Services supporting our volunteers and wider community through a range of services and events.

You'll work with our incredible volunteers to support others living with conditions and raise awareness and understanding of our work. You will recruit and support people to engage in volunteering in the way that best suits them.

Alongside this you will undertake administrative work to ensure the smooth running of Support Services, and deliver our flagship in person events.

You will report directly to the CEO and work closely day to day with the Head of Support Services. It's an exciting role which offers the opportunity to develop a broad range of skills in a supportive, can-do, values led organization.

About the Pituitary Foundation

The Pituitary Foundation is the leading charity in the UK dedicated to supporting people living with pituitary conditions. Pituitary conditions, are often long term and can affect anyone. Conditions include acromegaly, AVP-D, prolactinoma, Cushing's and hypopituitarism.

Our services include two helplines, a telephone buddy scheme, online and print resources, events and awareness raising and advocacy work. To enable this we have an extensive fundraising programme including a membership scheme and fundraising events. Our wonderful volunteers are based throughout the UK and support our work, and community, nationwide.

Role Description

Volunteers

- Working with the CEO and Head of Support Services develop and deliver the Volunteering Strategy for the organisation.
- Work to significantly increase the inclusivity of volunteers and the work done by volunteers.
- Oversee the recruitment of volunteers and ensure appropriate induction in collaboration with relevant staff.
- Deliver mandatory initial and ongoing training for volunteers.
- Working with colleagues, produce and keep up-to-date policies, processes and forms, ensuring volunteers understand and use these resources.
- Provide day-to-day support to volunteers, working closely with the Head of Support Services.
- Manage all volunteer programme communications in collaboration with the Communications Officer including: ebulletins, website, social media and print materials.
- Collect and process feedback and statistics and compile reports on satisfaction and effectiveness as required.

- Provide specific support for volunteering roles including;

Helpline and Telephone Buddies

- Support the transition of the helpline to a new scheme such as our telephone buddy scheme
- Support and review the telephone buddy scheme
- In conjunction with the Head of Support Services, support the implementation and ongoing management of a new Facebook support group
- Collate statistics on helpline calls and report on this monthly.

Local Support Groups

- Support the establishment of online condition specific and new regional groups.
- Undertake visits to Local Support Groups as appropriate.
- Working with the Finance and Operations Manager support the groups to use funds they have raised.

Other Volunteers

- Support Office volunteers in their day to day work, being the first point of contact and allocating tasks.
- Working with the Head of Support Services contribute to the development of the Lived Experience Committee.
- Working with the Head of Fundraising support and engage Ambassador and Fundraising volunteers.

Support Service Coordination

- Ensure the CRM system is up to date with all Support Services information.
- Ensure all statistics relating to Support Services are up to date.
- Ensure Support Services' phone systems and booked calls are effectively and efficiently set up.
- Ensure accurate record of all research and surveys we are asked to engage in and follow up on outcomes of that research.
- Undertake any small administrative duties as required.
- Where required, provide support in managing the helpline emails.

Support Services Events

- Lead on the development and delivery of three one day conference style events annually. These will be held throughout the UK and will offer panel discussions and networking for our community.
- In partnership with the wider team, occasionally represent The Foundation by running information stands, coordinating volunteers and preparing information for external events such as industry conferences.
- Where appropriate attend and present at external meetings.
- Support the management and delivery of the portfolio of online and in person events delivered by the Pituitary Foundation in conjunction with the wider team.

General

- Be responsible overall for keeping records up-to-date relating to your work.
- Provide reports and reviews as and when required.

- Attend Trustees' and staff meetings when required.
- Input into annual and operational planning and budgeting, led by the CEO
- Be responsible for your own health and safety and report any known hazards.
- Adhere to strict data and cyber security, raising concerns as appropriate.
- To act at all times in a way befitting a representative of the Pituitary Foundation and perform your role to a high standard, to time and with dedication and commitment.

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and The Foundation would aim to reach agreement to any changes.

Person Specification

1. Demonstrable experience **of recruiting, training and managing volunteers.**
2. Experience in **programming and leading on the delivery of events** both online and in person.
3. Excellent ability in **working with a range of people**, communicating by phone, in writing and building strong trusting relationships.
4. Experience in **writing newsletters** and communications
5. Confidence in **developing evaluations and using feedback** to inform future work.
6. **Experience and interest in Equality, Diversity and Inclusion**, and meaningfully bringing this to volunteering and engagement work.
7. Ability to **manage multiple projects** at one time, meeting all deadlines
8. Excellent ability to **self-organise and to work well under pressure.**
9. Confident using a **range of IT systems** including our office package (Office 365) our database (Beacon), website (Wordpress) and organisational apps. All training will be provided.
10. Knowledge or awareness of **healthcare settings** is welcome but not essential.

The Pituitary Foundation believes in diversity and equality. We especially welcome applicants who are under-represented within the charity sector and want to build a team with a diverse range of perspectives, backgrounds and skills. We know that in diversity is strength and we look forward to hearing from all interested applicants.

How to Apply

Please send a cv and cover letter (no more than 2 sides of A4), or film of an equivalent length which includes:

- Why you are interested in this role,
- How your experience or interest meets each point of the person specification.
- Complete this [short, confidential, equalities survey](#) to inform future recruitment.

Applications should be emailed to admin@pituitary.org.uk

Deadline for applications: Monday 20 May 2024 9am