



Job Description

Post:	Volunteering Advisor (part-time)
Hours:	21 hours a week
Salary:	£22,545 per annum for 3 days per week – NJC Grade G point 23 (Full Time Equivalent - £37,575)
Responsible to:	Chief Executive
Location:	Hybrid - Home-based with travel to venues around Tower Hamlets

Overview of role:

The post holder is responsible for providing a comprehensive volunteer brokerage service for individuals in Tower Hamlets. The role includes: promoting volunteering, developing and advertising volunteer opportunities, advising individuals on suitable volunteer roles, supporting them to start volunteering, and tracking their progress. There is a particular focus on training and supporting people from minoritised ethnic communities to become trustees.

Key Duties and Responsibilities:

- 1) Identify and enrol eligible volunteers onto the *Minoritised Ethnic Trustees* (METs) training and matching programme. Assist them to write personal profiles, support them to participate in Matching Events, and help them apply for trustee positions.
- 2) Review trustee training materials and co-facilitate group training sessions for potential trustees. Deliver training to volunteers on: completing volunteer application forms, preparing for volunteer interviews, and making the most of volunteering on CVs.
- 3) Support the enrolment of eligible volunteers onto the *Improving Employability Through Volunteering (IETV)* programme, ascertaining needs, and gathering baseline data. (Volunteers on this programme will be unemployed, under-employed or in unsatisfactory employment. They will include people from minoritised ethnic communities, women, new migrants, Disabled people, people with mental health support needs, adults aged 50+, and younger people, including students/new graduates).
- 4) Maintain contact with volunteers, tracking and recording their progress on VC Connect (our brokerage platform), and providing support that ensures they successfully take up and sustain volunteering. Track trustee placements and increased knowledge and confidence among METs participants.

- 5) Liaise with registered Volunteer Involving Organisations to maintain a good range and supply of inspiring volunteering opportunities that suit a variety of interests, abilities and needs. Upload roles to our brokerage platform (VC Connect), ensuring data is up-to-date, and identify roles to be featured in volunteer alerts.
- 6) Respond promptly and empathetically to online, telephone, and in person enquiries from volunteers. Support them to register with VCTH, and provide them with information on suitable volunteer roles, tailored to their needs.
- 7) Promote volunteering and trusteeship via stalls at events and fairs, and by giving online and in person presentations to groups of potential volunteers in a variety of settings. These will include employability services/training providers, colleges and universities, equalities networks, and organisations supporting specific communities.
- 8) Help organise bi-annual Volunteer Fairs, booking venues, equipment and refreshments, liaising with stallholders, allocating stalls, and helping publicise Fairs.
- 9) Develop and maintain effective relationships with a wide range of referral agencies, raising awareness of opportunities to volunteer, and ensuring that professionals make appropriate referrals.
- 10) Generate and collate regular monitoring reports and statistics for reports to funders, VCTH's Annual Report and service reviews.

General

- 11) Respect and work within Volunteer Centre Tower Hamlets' policies and procedures at all times.
- 12) Work constructively with all members of the Volunteer Centre team.
- 13) Attend formal supervision sessions, and participate in continuous professional development.
- 14) Work occasional evenings/Saturdays to deliver training sessions.
- 15) Undertake any other duties, of a similar nature, which may arise from time to time, and which are commensurate with the grade of the post.

Person Specification

Essential Criteria:

- 1) An excellent understanding of the benefits of and barriers to volunteering, and the ability to enthuse and motivate people to volunteer.
- 2) A good understanding of charity governance and the roles and responsibilities of trustees.
- 3) Experience of developing and delivering engaging presentations.
- 4) Experience of developing training materials, and facilitating high quality, interactive training for adults.
- 5) Excellent interpersonal skills, including fluent written and spoken English, and the ability to communicate effectively with a very wide range of people.
- 6) Courteous, eager to help people, and able to provide outstanding customer service.
- 7) Unwavering commitment to implementing equality of opportunity when delivering services, and to valuing diversity.
- 8) Excellent attention to detail and the ability to complete tasks to a high standard within tight deadlines.
- 9) Experience and a high level of proficiency in using Microsoft Office Suite (Word, Excel, Outlook and Powerpoint) and Zoom conferencing, and the willingness and ability to learn to use our customised database (VC Connect).
- 10) Ability and willingness to work collegiately, as part of a team, and experience of building and maintaining excellent professional working relationships.
- 11) Strong ability to work proactively, to organise own workload, to manage time effectively, to follow clear instructions, and to work within organisational procedures.
- 12) Understanding of the importance of confidentiality and data protection.
- 13) Ability to maintain accurate detailed case records, to monitor progress against targets, and to assist with the production of reports and statistics for management and funders.
- 14) Ability to deal positively with challenges, to analyse problems, and identify and implement workable solutions.
- 15) Willingness and ability to work from home and to travel to venues within Tower Hamlets on a regular basis.

Desirable criteria:

- a) Personal experience of volunteering/being a charity trustee
- b) Ability to speak a Tower Hamlets community language and use this to make VCTH services more inclusive
- c) Local knowledge of Tower Hamlets.