

Volunteering Coordinator

Reporting to: Volunteering Recruitment Manager

Salary: £24,000 - £25,338 pro rata

Hours: 37.5 hours per week

Terms: Permanent, 25 days Holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution

Location: Bristol with occasional travel

Closing Date: 9:00am 10th June with interviews being held on 17th, 19th and 20th June

Purpose of the post:

Volunteers are the backbone of our operation at FareShare South West (FSSW). We recruit over 350 volunteers from a myriad of backgrounds, who make up 91% of our team. The volunteers help with every aspect of the operation from driving our vans, picking orders to administrative duties. They gift their time to FSSW for many reasons including wanting to be part of the solution to food waste, ensuring perfectly good in-date surplus reaches people in need, giving back to their local community or some are looking for professional and/or personal development.

We have built a Volunteer Programme which supports a wide demographic of people. This role will primarily lead on:

1. Rota and Data Management

- Work with the Warehouse Managers and the wider FSSW team to ensure the roles advertised reflect the needs of the operation
- Work with the Volunteer Recruitment Manager to ensure the rota is filled
- Hold regular debriefs with the Operations Team to ensure the right volunteers are placed in the appropriate roles
- Identify daily/weekly/seasonal fluctuation in the volunteer rota and feed back to the Volunteer Recruitment Manager
- Ensure the CRM system (Salesforce) is kept up to date
- Maintain volunteer information and confidentiality, ensuring compliance with GDPR and safeguarding policies

2. Recruitment and Retention Support

- Feed into the recruitment 'map of the city' and identify recruitment routes
- Work with the Employability Programme Leads to identify individuals seeking professional and personal development through one of our employability programmes
- Work with the wider FSSW team to support and develop volunteering opportunities for corporate supporters and food partners
- Work with the Head of Department to feed into volunteer and employability programmes
- Analyse and monitor volunteer retention, noting positive reasons for moving on and developing strategies to improve retention

3. Communications

- Respond to/answer any enquiries/communications via telephone, email, in person or via inhouse IT/systems
- Respond to volunteer no shows or gaps in the rota
- Deliver an ongoing internal communications plan to ensure staff and volunteers are up to date with plans, developments and activities involving volunteers and people on employability programmes
- Work with the Communications and Volunteering teams to actively engage and promote the volunteer programme across Bristol

4. Volunteer experience and pastoral care

- Maintain a positive and supportive volunteer programme and experience
- Lead on volunteer wellbeing throughout the shift and provide appropriate support where needed
- Conduct inductions and ensure the induction process for volunteers is up to date, detailed and relevant
- Work with the Volunteer Recruitment Manager to feed into the recruitment and retention plan to build a reliable voluntary workforce
- Host corporate volunteering days across Bristol
- Progress the volunteer FSSW journey and experience to promote retention
- Ensure volunteer policies, procedures, and risk assessments are adhered to, including safeguarding with vulnerable adults

5. Training

- Undertake training where necessary to keep abreast of best practice

Person specification - knowledge, skills, experience and values:

It is not expected that the successful candidate will necessarily have all of the following criteria. FareShare South West is committed to helping individuals develop professionally and personally, and your application is encouraged. The following are desirable criteria:

- A working knowledge of the voluntary sector and/or experience of carrying out voluntary work
- An understanding of what drives volunteers
- Experience managing and supporting volunteers and/or teams
- Integrity and sensitivity to vulnerability issues and different support needs
- Ability to remain calm and solution-focused under pressure
- Ability to follow processes with an attention to detail
- Ability to establish and develop positive relationships with volunteers as well as a range of external partnerships and beneficiaries
- Excellent communication, presentation, and interpersonal skills with volunteers
- Excellent organisational and time management skills to prioritise work, handle conflicting demands and meet tight deadlines
- Working knowledge of software packages and databases and good IT skills
- Ability to contribute data to and write reports for internal management purposes
- Ability to analyse workforce requirements and targets
- Administration experience, including database and record-keeping
- Experience of supporting the pastoral care and professional development of others
- Ability to inspire and motivate volunteers across the organisation

Please send your CV and a covering letter explaining why you would be a good fit for the role to recruitment@faresharesouthwest.org.uk

If you have any questions about the post, please contact Amy Sinclair and Josie Forsyth at recruitment@faresharesouthwest.org.uk