

1. Job Description

Job Title:	Volunteering & Recruitment Co-ordinator
Salary:	£29,400 per annum full-time equivalent (£23,520 per annum for 30 hours per week) plus up to 5% matched pension contribution after 3 months
Hours of work:	30 hours per week (4 days)
Location:	UK House, Twickenham
Responsible to:	Head of HR & Operations
Responsible for:	Volunteers, employees & freelance staff as required
Length of Contract:	Permanent, subject to satisfactory completion of 6 months probation.

Main Responsibilities

1. Overall responsibility for co-ordinating volunteer recruitment, onboarding and placements
2. Promoting volunteering in and outside of the organisation, celebrating achievements and developing volunteer skills through training, events and internal communications
3. Supporting the HR team by advertising and promoting vacancies within RB Mind
4. Co-ordinating the shortlisting and selection process, ensuring adherence to corporate policies, best practice and legislation including Equal Opportunities monitoring.
5. Supporting managers and the HR team in identifying suitable candidates and conducting preliminary background checks and references in accordance with the requirements of each role.
6. Overall responsibility for onboarding new recruits and volunteers, in line with induction procedure for RB Mind including background checks, management of DBS and ongoing renewals, introduction to team members and co-ordination of relevant training.
7. Overall responsibility for internal correspondence with HR and management teams to keep up-to-date communication on vacant roles, upcoming recruitment needs, incoming staff and onboarding of new starters.

1. Recruitment

- Advertising roles and maintaining up-to-date records of current vacancies.
- Working with external partners to find suitable candidates for roles, including job boards, public sector and community forums.
- Promoting RB Mind at networking events and recruitment fairs.
- Maintaining a strong working relationship with Senior Managers across the organisation to anticipate staff demands and ensure roles are filled quickly.
- Administration of the recruitment process including shortlisting, interview stage, offer letter, and background and reference checks.

Volunteers: Working with the service teams to oversee the volunteering application portal and process applications, arranging interviews and placements for suitable opportunities in RB Mind.

Employees: Identifying vacant roles, drafting job descriptions, and supporting managers with shortlisting and interview processes. Issuing offer letters and contracts, and advising the team on the appointing process.

2. Volunteering

- To coordinate volunteers within Richmond Borough Mind and support both them and their line managers. To oversee the onboarding process including reference checks and induction.
- To identify the volunteering needs of the organisation and manage and support the recruitment, placement and retention of volunteers for our services.
- Work closely with the Peer Group Network Coordinator to recruit and onboard Peer Volunteers
- To build capacity in our volunteering and volunteer services in line with the developmental needs of the sector and to evidence the impact of our services.
- To encourage and support the personal development of our volunteers (especially those with lived experience of mental health), and the peer team.

3. HR Support

To support the HR and Operations Co-ordinator and the Head of HR & Operations and other staff as required in all aspects of human resource administration including:

- Liaising with external recruitment consultants, job boards and community forums as required to promote vacancies within RB Mind.
- Understanding, developing and maintaining HR policies and procedures to ensure that legal requirements are met, and that policies are accessible to staff.
- Supporting the recruitment process through assisting with the review of job descriptions, placing adverts as required, collating applications, booking rooms and arranging interviews.
- Keeping abreast of developments in employment law including health and safety issues.
- Producing offer letters, contracts, starters and leavers forms, DBS checks and maintenance.
- Organising induction training for new staff.
- Maintain staff HR files electronically and paper-based, ensuring utmost confidentiality.
- Ensuring that equality and diversity are considerations in all aspects of human resource administration.

4. Business Support

- Be self-servicing in day-to-day administration tasks.
- Maintain an understanding of RB Mind's expenditure budgets and financial procedures.
- Engage in personal appraisal, training and professional development.
- Ensure confidentiality of any personal, private or sensitive information about individual organisations and users, staff, etc.
- Keep records and statistics for effective monitoring of the service, ensuring that all information is held in accordance with RB Mind's policies on confidentiality and data protection.
- In accordance with the Health and Safety at Work Act 1974, take care of your own health and safety at work and any clients and visitors you are working with.
- Adhere to RB Mind's policy portfolio, including Equal Opportunities, Privacy Policy, Health and Safety and Safeguarding Policies.
- Attend staff meetings and organisational events as required.

Person Specification

Dimension	Scope	E	D
Experience	Prior experience / relevant training in recruitment or HR generalist role involving recruitment practice.	▲	
	Previous experience in a similar role such as a recruitment agency or as an in-house HR generalist in a small to medium-sized organisation.		▲
	Confident communicator with a proven instinct for matching candidates to careers and volunteer placements.	▲	
	Experience and understanding of supporting adults with mental health needs or other groups of vulnerable adults.		▲
	Excellent organisational ability and experience working with a range of IT platforms including SharePoint, online meeting platforms, cloud-based database systems, online advertising portals, and desktop publishing software.	▲	
	Experience of managing the selection process including shortlisting and interview stage.	▲	
	Experience of administering employment contracts and offer letters, negotiation of salary and terms of employment.	▲	
	Experience of co-ordinating permanent and temporary staff placements, i.e. volunteers, project staff or permanent staff.	▲	
	Experience of organising meetings and events, including recruitment fairs / exhibitions / networking conferences.		▲
Knowledge	Understanding of charity administration, including committee structures.		▲
	Understanding of employment law to ensure compliance in recruitment processes and procedures.	▲	
	Understanding of office procedures.	▲	
	Understanding of Health and Safety requirements within offices.	▲	
	Understanding of employment law to ensure compliance in office processes and procedures.	▲	
Skills & Abilities	Ability to prioritise and execute tasks to agreed timelines and specifications.	▲	
	Confident communicator with a proven instinct for matching candidates to careers and volunteer placements.	▲	
	Flexibility to manage changes in priorities that may arise at short notice.	▲	
	Ability to match suitable volunteers and staff according to aptitudes and goals.	▲	

	Sensitive communication skills for dealing with potential and current service users on the phone or face to face.	▲	
	Ability to liaise with a diverse range of people and organisations in practical details e.g. managers, candidates, volunteers and HR support.	▲	
	Ability to maintain confidentiality in dealing with staff, service user and financial information.	▲	
	Good administrative skills to ensure self-sufficiency, including good proficiency in Microsoft Office Word and Excel.	▲	
	Ability to juggle very different tasks, use initiative, think creatively, and address challenges flexibly and purposefully.	▲	
Other	A commitment to Equal Opportunities / Equalities and Diversity in work and in service provision	▲	
	Willingness to travel throughout the borough of Richmond.	▲	
	Positive and flexible attitude to work.	▲	

E = Essential, D=Desirable

Main Terms of Employment

Hours & Place of Work

30 hours / 4 days per week, based at our main offices in UK House, 82 Heath Road, Twickenham, and occasionally at our additional sites including at 32 Hampton Road, Twickenham. Some travel for events and meetings will be required, for which expenses will be reimbursed and time off in lieu will be given.

Occasional evening or weekend working may be required for which time off in lieu will be given. A flexible approach to working these hours is important. The role allows for 1 day per week to be worked remotely.

Annual Holiday

25 days per year (pro rata), plus public holidays. An additional day is awarded for each completed year of service up to a maximum of 5 additional days.

Sick Pay

After one year's service, you will be paid one month per year accumulative full pay followed by one month per year half pay, subject to absence reporting procedures.

Pension

RB Mind offers a pension scheme matching an employee contribution of up to 5%. Permanent staff become eligible for the pension scheme after 3 months' service, and information about the scheme will be provided prior to this.

Training and Development

We encourage personal development and training for which support is provided when resources allow.

Probationary Period

You will be required to successfully complete a probationary period of 6 months.

Notice period

1 month written notice on either side, except during the probationary period, when statutory notice of 1 week applies.