

Job description

Volunteer Coordinator

Hours

20 hours per week

Contract

Permanent

Role profile and grade

AS30A, grade 1

Salary

FTE £26,230 Actual £13,989

Location

This role will be a hybrid role, involving working from home as well as at the Together Trust Centre (Schools Hill, Cheadle, Cheshire, SK8 1JE) and other services across the operating area of the organisation.

Reports to

Volunteer Service Manager

About us

At the Together Trust, our vision is a society where people thrive because they are valued within their communities. Yet the road ahead for millions of people lies tangled and difficult to climb. **But they're not alone.**

For over 150 years, we've been championing and caring for people with disabilities, autism and complex health needs, as well as providing life-changing support for care-experienced people.

Today we're one of the North West's leading disability charities. We help children, adults, parents and carers, delivering individual care, support and education to thousands of people each year.

Job Summary

We have an exciting opportunity for a Volunteer Coordinator to join our Volunteer Service.

The commitment, energy, and hard work of our amazing volunteers makes an important difference to the people we support. We want to make sure that their experience is as rewarding as possible and that we make the best use of the time they give, so we are looking to ensure that we have the resources in place to do so.

The Volunteer Coordinator will be responsible for the recruitment, support, and recognition of our volunteers. They will organise ongoing training for volunteers and ensure we have accurate and compliant volunteer records.

Job purpose

To enable Together Trust to meet its volunteering objectives by coordinating volunteers across the organisation.

To ensure that a high-quality volunteer service is delivered to the Trust and that the volunteer experience is positive.

Job responsibilities

Recruitment

- Support the Volunteering Development Officer and work with our service leaders to determine numbers and range of volunteers needed for particular projects or teams
- Support the Volunteering Development Officer to manage all aspects of the volunteer recruitment and hiring process by advertising for available volunteer positions, working with line managers in interviewing candidates with required, and matching them with appropriate roles
- Ensure all necessary checks are conducted prior to volunteers joining the Trust, including references, health questionnaires and DBS checks
- Update and maintain accurate volunteer records and files, including on digital systems, ensuring data is held securely

Training and Support

- Prepare and present induction materials for new volunteers, including handbooks and induction programmes
- Support the Volunteering Development Officer to work with departmental managers to deliver the volunteer training programme

and ensure regular, good quality, reflective 1:1 supervision for volunteers is carried out

- Oversee, log, and support volunteer training compliance

Recognition and Appreciation

- Support the Volunteering Development Officer to cultivate a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own endeavours
- Support the Volunteering Development Officer and team leaders to celebrate volunteer successes

Health and Safety

- Support the Volunteering Development Officer and work with services to ensure that volunteers are provided with the necessary PPE, tools, and training to complete their work
- Support the Volunteering Development Officer and services to ensure appropriate risk assessments are completed

General

- Maintain a central database of volunteers and projects and track key metrics
- Support the Trust's flagship events through coordination of the required volunteering activity
- Support the wider team in carrying out general administrative duties where required
- Coordinate centrally controlled volunteering activity, ensuring rota information is communicated to volunteers and service leaders in a timely manner
- Respond to day-to-day queries from volunteers, escalating to the Volunteering Development Officer where necessary

Other Responsibilities

- To undertake any other duties, commensurate with the role as required by the Trust
- To act as an ambassador of the Trust, maintaining honesty, integrity and trustworthiness at all times.
- The post holder will be expected to maintain strict confidentiality at all times

- The post holder will ensure that they are aware of and apply health and safety and fire precautions
- The post holder will ensure that risk management and safeguarding procedures and relevant good practice guidelines are followed at all times
- The post holder is to ensure data protection is maintained at all times
- The post holder will be flexible in terms of working hours in order to meet service needs
- Actively engage with the Together Trust's vision, mission, and values.
- Commit to promoting equity, diversity, and inclusion.
- You will embrace and champion the core values of the Together Trust, which are:
 - **Collaborative** – working together, building strong relationships, and trusting everyone to achieve
 - **Compassionate** – caring for others, championing inclusion, and putting people at the heart of decisions about their lives
 - **Courageous** - having a growth mindset, acting with integrity, and turning challenges into opportunities

This job description is not an exhaustive list but it shows many of the aspects to this role. The post holder will support the Trust as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Trust, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

Additional information

The post-holder will be required to be flexible with working location, working remotely from home where appropriate and in services across Stockport and Manchester when necessary.

Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications, and training	Educated to GCSE level or equivalent, Maths, and English at C and above	NVQ 2 Business Administration or equivalent
Experience and skills	<p>Effective communication and interpersonal skills, including the ability to enthuse others and compose standard letters, emails and presentations.</p> <p>Good, accurate administration skills, including word processing, spreadsheet creation, and digital filing.</p> <p>Ability to provide basic advice on volunteering procedures to colleagues and applicants.</p> <p>Good working knowledge and proven proficiency in using key software including Microsoft Word, Outlook, Excel, and PowerPoint.</p> <p>Competence in the use of web-based applications.</p> <p>Planning, time management, and organisational skills.</p> <p>Ability to work independently and on own initiative.</p> <p>Ability to work efficiently to deadlines.</p> <p>Proven experience of working effectively as part of a team.</p> <p>Ability to interpret information accurately and highlight key points as appropriate.</p>	<p>Previous experience of volunteering / coordinating volunteers.</p> <p>Experience in using remote working software.</p> <p>Experience of inputting and manipulating data in online software / databases.</p> <p>Experience in administering onboarding processes, including references and ID checks.</p>

	Tact and diplomacy skills.	
Knowledge and understanding	<p>Understanding of and commitment to equal opportunities and diversity.</p> <p>Understanding of how to deal with customers to required standards of service.</p> <p>Understanding of confidentiality, data protection, and system security.</p> <p>Understanding of office equipment operation.</p> <p>Understanding of the importance of adhering to organisational policies and procedures, legal and ethical requirements.</p> <p>An understanding of and commitment to promoting volunteering.</p>	<p>Understanding of Safer Recruitment processes, including DBS checks.</p> <p>Knowledge of volunteer motivation and retention techniques.</p>
Other	<p>A demonstrable commitment to high standards of customer care.</p> <p>Concern for accuracy, attention to detail, and quality.</p> <p>Positive attitude to work and volunteering.</p> <p>A commitment to Together Trust values.</p> <p>Ability to travel between sites (Trust locations) in a timely manner.</p>	