

Job Description

Job title: Volunteer Co-ordinator

Job purpose:

1. To promote, expand, and support volunteering across all Bristol Charities Hub locations and activities.
2. To oversee and support the recruitment and on-boarding processes.
3. To maintain processes, platforms, and policies so that Bristol Charities volunteer programme remains effective and compliant, and all volunteers are safe.
4. To promote and support the wellbeing and retention of all volunteers.

Reporting to: Development Manager

Responsible

For: Volunteers

Based: Vassall Centre plus some outreach/off-site working

Salary: £24,000-£27,000 pa pro rata

Term: Part-time (hours negotiable)

Hours: 14-21 hours a week (may include occasional evenings and weekends)

Annual Leave: 26 Days pro rata

Main activities and responsibilities

<u>Activities</u>	<u>Description of activities and responsibilities</u>
Recruitment and on-boarding	<ul style="list-style-type: none"> • Working with Hub and Communications Teams develop and deliver effective volunteer recruitment campaigns, activities, and materials to ensure volunteer numbers and capabilities match the needs of the organisation. • Utilise all communication platforms to recruit volunteers and celebrate volunteering. • Lead on recruitment administration for volunteers including designing and placing ads, processing applications, checks, and induction. • Manage on-boarding processes to ensure volunteers are placed, inducted, and are established in appropriate roles. • Create volunteering opportunities across the organisation to support the achievement of the charity's goals.
Volunteer support and retention.	<ul style="list-style-type: none"> • Support Managers in making sure volunteers are effectively managed and are aware of and adhere to Bristol Charities policies. • Maintain regular communications with volunteers. • Ensure volunteers have sufficient training, resources, and support to carry out their roles effectively.

	<ul style="list-style-type: none"> • Develop a programme of reward and recognition of volunteer achievements, successes, and milestones to improve engagement and retention.
Administration, monitoring, and reporting	<ul style="list-style-type: none"> • Keep effective records of volunteering across the charity, including a database and CRM. • Monitor and analyse levels of volunteering, wellbeing, retention, and achievements. • Report on volunteering activity and effectiveness including numbers, hours, vacancies, and activities. • Manage and report any complaints related to volunteer experience of the charity and support successful resolution. • Ensure all documentation and processes are effective, understood, and used by Managers.
External Liaison, Stakeholder and Local Engagement	<ul style="list-style-type: none"> • Participate in the development and delivery of events and activities within the community, and to actively promote volunteering by local residents. • Support local organisations/projects in recruiting and placing volunteers. • Build and maintain collaborative working relationships with local groups, partners, and colleagues. • To build and maintain relationships with external organisations involved in promoting volunteering e.g. Bristol City Council, VISCUR. • Utilise all communications channels to keep tenants, partners, stakeholders, and the local community up to date with developments in volunteering at Bristol Charities.
General/Administrative	<ul style="list-style-type: none"> • Keep up to date with latest developments and practices within the field of volunteer management. • Ensure all policies relating to volunteering are up to date and implemented. • Work at all times in accordance with all policies and procedures of Bristol Charities including the social media, Equal Opportunities and Confidentiality Policies. • To reasonably undertake any other duties as required by the line manager that are commensurate with the level of the post. • Comply with the data protection regulations, ensuring that information on members, supporters, employees, and volunteers remains confidential.

Person Specification

Knowledge, Skills, and Experience

Essential

- Volunteer management, HR, Recruitment, or some experience of recruiting and managing people.
- Experience of supporting/managing volunteers
- Excellent communication skills
- Excellent organisational skills
- Passion for the work of the charity
- Personal or professional interest in charity work and in particular the work of Bristol Charities
- Good administrative skills including use of IT.
- Excellent interpersonal communication skills, with the ability to build relationships.

Desirable

- Experience of writing policies, procedures, and guidance for volunteers
- Knowledge of relevant laws, guidance, and best practice regarding volunteering
- Excellent understanding of, and writing for all social media channels
- Ability to produce regular reports.
- Excellent written skills, verbal communications, and presentation skills
- Use of CRM/databases
- Understanding of the need to maintain confidentiality, complying with data protection legislation.
- Understanding of diversity and representation, particularly in relation to communications and marketing

Key Competencies (competencies and behaviours)

- Ability to meet deadlines and targets, demonstrating ability to achieve challenging targets despite constraints and obstacles.
- IT literate and willingness to embrace new IT systems and technologies.
- Excellent written and oral, verbal, and non-verbal communication skills with the ability to tailor these to the situation and audience.
- Ability to build working relationships with a wide range of stakeholders within the local community, and act as an ambassador of the Charity.
- Good at retaining and or improving record keeping systems.
- High degree of confidentiality and professional etiquette whilst upholding professional boundaries, safeguarding and GDPR frameworks
- Ability to liaise with other agencies in a professional manner and to work in a positive and respectful way with families, friends and carers or other users of Bristol Charities' services.
- Ability to demonstrate respect for difference and diversity and work with people of all backgrounds in a non-judgemental manner.
- Proactive attitude with the ability to demonstrate initiative, self-motivation, and high levels of production.
- A flexible, reliable attitude with good team working skills.
- Willingness to accept coaching, feedback, and guidance.
- Ability to start-up projects and see things through to completion and/or further growth and development.