



JOB DESCRIPTION - Volunteering Coordinator

Accountable to: Head of Development

Job Purpose:

As part the Development Team to contribute towards embedding Arc's core values into everything we do.

Working within the framework of Arc's strategic objectives, to help deliver quality services for Arc's clients through the recruitment, induction and support of volunteers and coordination of volunteering activities.

To monitor, advise and develop Arc's volunteering strategy to help determine the nature, number, and type of volunteering opportunities to enhance Arc's services.

Key Responsibilities:

This is predominantly an office-based role, leading on the management and coordination of volunteers and volunteer activities.

1. Lead the recruitment, induction, training and support of volunteers across the organisation.
2. Coordinate volunteer activities, liaising with other service areas and teams to ensure all volunteer records, policies, procedures, and databases are accurate and up to date.
3. Manage the volunteer recruitment process, create job descriptions, advertise positions, interview candidates and follow up references.
4. Carry out administrative duties linked with the coordination of Arc's volunteer activities.
5. Lead on ensuring all volunteers are appropriately matched to a suitable position and are clear about the expectations of their role.
6. Design and deliver inductions and training as required to volunteers as individuals or groups.
7. Provide ongoing support and leadership for all volunteers, responding to their needs and concerns, acting as the main point of contact, dealing with any issues regarding their conduct.
8. Maintain all volunteer records, ensuring they are accessible to those who need them in line with data protection legislation.
9. Manage resources, including the reimbursement of expenses.
10. Promote volunteering both internally and externally, raising awareness of the roles, value, and the function of volunteers.
11. Organise and run profile-raising events to attract new volunteers and thank you events to show appreciation of existing volunteers.
12. Attend community events to represent and promote Arc and our volunteering opportunities.
13. Monitor and evaluate volunteer activities to ensure relevance to the needs of Arc's clients.
14. Ensure all information relating to volunteering is accurate and up to date, including website and social media platforms.

15. Produce reports on volunteering experience, numbers and activities to help others evaluate and understand the impact volunteering has on the organisation.
16. Keep up-to-date with relevant legislation and best practice, ensuring all materials are accurate and well-presented.
17. Provide support to other members of the development team, to include assistance with incoming donations, handling phone calls and emails from members of the public.
18. Carry out other tasks consistent with the nature of the post.

Ethos

1. Act as an ambassador for Arc, help develop maintain and improve partnerships and relationships with other agencies to help deliver Arc's services, promote our work.
2. Personally demonstrate a high level of commitment to equality, diversity and inclusion
3. Contribute towards the maintenance of a safe environment for clients, staff, visitors, volunteers and members of the public, by helping everyone to comply with fire regulations, health and safety, workplace legislation, safeguarding, and Arc policies.
4. Contribute to collecting KPIs and other information that help Arc to provide and improve our services, support clients and demonstrate our effectiveness, efficiency and value for money, to funders and potential funders, donors and supporters.
5. Contribute to your Development Team and to Arc as a whole, fostering a strong team spirit and a healthy working environment that values shared support and development.
6. Embrace and support a 'learning and sharing' culture across your team and the wider organisation including participating in training and professional development.

General

1. 22.5 hours per week to be worked over 4 or 5 weekdays with some flexibility required. Starting no later than 9:30am and finishing no later than 5:30pm. Occasional requirement for early starts, evenings or weekends, for which toil or additional payment will be made. Hours can be discussed prior to application if clarification needed.

PERSON SPECIFICATION

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| 1. Empathy with volunteers and an understanding of their needs | Essential |
| 2. Experience of working with volunteers or volunteering | Desirable |
| 3. Experience of managing or coordinating projects | Essential |
| 4. Experience of partnership working and relationships with other agencies | Desirable |
| 5. Experience of providing supervision and support to others | Essential |
| 6. An understanding of issues around homelessness and housing | Desirable |
| 7. Good written and verbal communication skills | Essential |
| 8. Good IT skills and ability to use or learn to use Microsoft 365 | Essential |
| 9. The capacity to inspire and motivate others | Essential |
| 10. Ability to manage expectations and deal with conflict | Essential |
| 11. Good organisational skills and the ability to manage a variety of tasks | Essential |
| 12. A flexible and non-judgemental approach to people and work | Essential |
| 13. Good administrative skills and an ability to maintain records | Essential |
| 14. Ability to produce clear written and oral reports | Desirable |
| 15. Strong interpersonal skills, to deal with a diverse range of people | Essential |
| 16. Able to deal with information in a confidential and sensitive manner | Essential |
| 17. Understanding of commitment to equality, diversity and inclusion | Essential |
| 18. Commitment to Arc's values and empathy with clients | Essential |
| 19. Commitment to personal and professional development | Essential |
| 20. A full driving licence | Desirable |
| 21. Access to a vehicle for work (mileage paid currently @45p per mile) | Desirable |