

JOB DESCRIPTION

Job Title: Volunteer Coordinator

Responsible to: CEO

Salary: £20,020 p.a. pro-rata (£11ph @ 35hrs pw)

Hours: 16 hours per week

Summary of Main Responsibilities

New position responsible for recruiting & supporting volunteers.

Main Areas of Responsibility

Promotion and support

- Administer the recruitment, selection and induction of volunteers
- Liaise with other AGEnda Project Staff and linked agencies requesting volunteer support
- Administer volunteer rotas in line with the needs of AGEnda Service Provision and through collaboration with AGEnda Service Leads
- Provide supervisory support to volunteers and meet with them regularly both individually and collectively
- Co-ordinate and organise campaigns for development of AGEnda's Volunteering Programme including recruitment of new volunteers and work with local organisations
- Produce information and publicity material to promote public awareness of AGEnda and need for volunteers
- Liaise with existing networks and forums to promote AGEnda's Volunteering Programme and represent AGEnda at such meetings as required

Administration

- Provide effective administration and database maintenance for volunteering
- Maintain, update and review information on volunteers and associated training programmes
- Maintain information and recording systems to monitor and evaluate outcomes for reporting purposes

Organisational Duties

- Contribute to organisational planning, particularly in relation to Volunteering.
- Contribute to effective team work within AGEnda
- Implement agreed systems for measuring, monitoring and reporting performance against key performance indicators and outcomes.
- Represent AGEnda as appropriate.

Any other duties

- Contribute to effective communication across the organisation.
- Work within and contribute to the aims and objectives of the organisation.
- From time to time, provide support as required for other services.
- Undertake such other reasonable duties as may from time to time be required.

- Location:** Based in Bangor with occasional work and travel throughout Ards and North Down Borough Council locality.
- Hours:** 16 hours per week.
Reasonable hours outside this may be required to fulfil the obligations associated with the post which will be repaid through TOIL.
- Contract:** Fixed Term for one year. Contract renewal dependent on funding.

PERSON SPECIFICATION – VOLUNTEER CO-ORDINATOR

The person specification provides information on the qualifications, experience, knowledge and skills required to carry out the duties of the post.

Applicants must have demonstrable evidence of the following core competencies and additional requirements:

Core Competencies

Working with people: Ability to build effective internal & external relationships to deliver organisational objectives, including successfully working within and across teams.

Using Resources: Ability to utilise time and resources of others responsibly and to consider value for money when using practical resources.

Achieving Results: Can focus on communication and customer care to meet organisational objectives and displays drive and determination when achieve.

Managing Self & Personal skills: Recognises when and how to make decisions within remit of role, exercises good judgement, communicates effectively and gains buy in from others in a timely manner.

Additional Requirements

Supporting others

- Can successfully organise and support a team of volunteers to deliver services.

Administration

- Ability to effectively maintain administrative records and an information database.
- Ability to manage communications with volunteers, colleagues and external agencies.

Shortlisting and scoring criteria

The following essential criteria will be used for shortlisting and as part of the selection process. *The selection panel reserves the right to enhance the shortlisting criteria to facilitate the process when necessary.*

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Criteria	Essential	Desirable
Education	5 GCSE including English & Maths Grade C & above or equivalent. NVQ or Diploma Level qualification in Business and Administration.	Educated to Degree Level
Experience Application	Relevant experience of working with volunteers and older people. A minimum of two years experience working in an administrative post within an office environment. Relevant experience of project administration.	Experience of organising or managing volunteers. Experience in recruiting volunteers. Training/speaking in group situations. Organising / supporting events. Experience of delivering services for others.
Knowledge Application	Awareness of good practice related to volunteering. Awareness of data protection and the importance of confidentiality.	General awareness of the work of AGEnda. An understanding of current issues affecting older people.
Skills Application	Excellent computer skills – proven Microsoft Office Skills. (word, excel and outlook) Good Communication skills both verbal and written. Ability to relate well to people from diverse backgrounds. Ability to champion the role and the contribution made by volunteers.	Ability to generate enthusiasm and commitment from others.
Personal attributes Assessed At Interview	Enthusiasm and commitment Ability to work to own initiative, plan work and meet deadlines effectively. Ability to work as part of a Team. Ability to adapt as the role develops and the needs of AGEnda changes.	
Availability Assessed At Interview	To undertake any other duties as required. Reliable & Punctual Candidate needs to be flexible to cover annual leave/sickness/Public & Bank Holidays. Meet the Access NI requirements. Full current driving license and access to car insured for business use during working hours or access to a form of transport to meet the travel requirements of the post.	