

## **JOB DESCRIPTION**

**Job Title:** Volunteer Coordinator

**Responsible to:** CEO

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

**Hours:** 16 hours per week

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### **Summary of Main Responsibilities**

Responsible for delivering innovative, responsive, quality volunteering services focused on older people

### **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.

## **PERSON SPECIFICATION**

**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 until 30 November 2021.

**Notice Requirements:** 1 months notice (Upon completion of probation)

**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

**PERSON SPECIFICATION**

**JOB TITLE:** Volunteering Coordinator

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>	5 GCSE including English & Maths Grade C & above or equivalent	
<b>Experience</b>  <b>Application</b>	Relevant experience of working with volunteers and those aged 50+  A minimum of two years experience working in an administrative post within an office environment  Relevant experience of project administration.	Training/speaking in group situations  Organising / supporting events  Experience of delivering services for others
<b>Knowledge</b>  <b>Application</b>	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
<b>Skills</b>  <b>Application</b>	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.
<b>Personal attributes</b>  <b>Assessed At Interview</b>	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	
<b>Availability</b>  <b>Assessed At Interview</b>	Willingness to travel to meet needs across the borough  Ability to be flexible and open to the possibility of occasional evening and weekend work.	