

## JOB DESCRIPTION

<b>Job Title:</b>	Volunteer Coordinator
<b>Responsible to:</b>	Head of Central Services
<b>Responsible for:</b>	N/A
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>- To be responsible for coordinating volunteer recruitments, providing learning activities and providing volunteer management advice and guidance to staff who work with volunteers.</li> <li>- To establish positives relationships with volunteers to ensure they have a fulfilling volunteer experience.</li> <li>- To be responsible for transactional processes on the volunteer database ensuring it is up to date and delivers to meets the needs of volunteers and the organisation.</li> </ul>
<b>Main Responsibilities:</b>	<ul style="list-style-type: none"> <li>- To drive the strategic objective of maintaining and building the culture of voluntary action, empowering at least 300 volunteers per year by 2027.</li> <li>- Lead recruitment and induction of volunteers for relevant services across the organisation by developing timelines for volunteer recruitments throughout the year.</li> <li>- Lead on recruitment administration for volunteers including assisting with pre-employment checks and delivering induction course and on-boarding.</li> <li>- To provide advice and guidance to service managers regarding suitability of potential roles with the relevant service managements.</li> <li>- To provide effective and efficient administration of the volunteer databased ensuring all volunteer records are up to date.</li> <li>- To maintain regular communication with volunteers, problem-solving and escalating any IT issues with the Head of Central Services as appropriate.</li> <li>- To support line managers to ensure volunteers are aware of and adhere to YMCA ES policies, procedures, mission, vision, and values.</li> <li>- To provide analysis as appropriate to the Head of Central Services on volunteer numbers, hours donated, activities and other metrics and impact measures.</li> <li>- Ensure that volunteers have sufficient training, resources, and support to carry out their roles effectively, including developing and delivering a variety of reward and recognition activities to maximise engagement and retention of volunteers such as facilitating learning sessions.</li> <li>- To promote the importance of volunteering internally through engagement activities, recognition schemes, and externally through recruitment drives, marketing and press campaigns, and other profile-raising activities.</li> <li>- To obtain and provide analytics on volunteer engagement and facilitate peer group sessions to monitor progress of volunteers.</li> <li>- To identify and oversee the design, development and delivery of relevant training, reward, and recognition activities to both upskill and retain volunteers.</li> <li>- To work with the Head of Central Services to support the successful implementation of volunteer best practice and policy, to support the organisations strategic plan.</li> </ul>

	<ul style="list-style-type: none"> <li>- Collaborate with the Head of Central Services and volunteers themselves to develop the volunteering programme, identifying and reducing barriers to volunteering and ensuring that all volunteering activity reflects YMCA ES values.</li> <li>- To assist the Head of Central Services in the preparation of reports to the Senior Leadership Team and various committees as required.</li> <li>- To assist the Head of Central Services in ensuring volunteer policies and procedures are maintained, up-to-date and fit for purpose.</li> <li>- To support the coordination and delivery of key HR projects within the Department that will lead to the development of HR practices.</li> <li>- To be responsible for the maintenance and storage of all volunteer data and records in line with the Data Protection Act and confidentiality.</li> <li>- To develop and maintain effective relationships with all key stakeholders.</li> <li>- To identify improvements and recommend these to the Head of Central Services for consideration.</li> <li>- Any other duties as required by the line manager or Head of Department, which are commensurate with the grade/post</li> </ul>
	<ul style="list-style-type: none"> <li>- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure. We require you to understand and demonstrate this commitment and attend any required training</li> </ul>

**PERSON SPECIFICATION:** HR Coordinator

		<b>Essential</b>	<b>Desirable</b>	<b>How assessed (application, assessment, interview)</b>
<b>Qualifications, Education &amp; Training:</b>	Good standard of written English and numeracy	X		Application/assessment
<b>Experience:</b>	Experience of working for the NfP/ Third Sector in a similar role	X		Application
	Passionate about the benefits of volunteering, for volunteers and the organisation. Experience of working with volunteers or as a volunteer.		X	Application
	Experience of working and delivering excellence, within an administrative role	X		Application/Interview
	Experience of working on multiple tasks and deadlines	X		Application, Interview
	Experience of designing and delivering training.		X	Application, Interview
	Experience of safeguarding protocols within a statutory regulatory service/activity	X		Application, interview
	Experience of setting up a service/activity		X	Application, interview
<b>Skills and Abilities</b>	Experience of communicating clearly with the ability to adapt your communication style for different people as appropriate	X		Application, assessment
	Good IT skills including proficiency in Microsoft Office including word processing and spread sheets	X		Assessment
	Ability to deal with confidential information in a professional manner	X		Application, interview
	Ability to build effective relationships with line managers and employees	X		Application, interview
	Ability to use HR/volunteer systems and databases	X		Application, interview
	Ability to work within policies & procedures	X		Application, interview
	Ability to work independently and to prioritise a busy workload	X		Application
	An understanding of confidentiality and Data Protection	X		Application, Assessment
	Ability to problem solve conflict and conflicting situations showing empathy and proficiency	X		Application, Interview