

**ROLE DESCRIPTION**

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| **Job Title:** Volunteer Co-ordinator | **Reporting to:** Community Connector |
| **Location:** Wisdom Facilities Centre, Haverhill, with potential visits to other venues around Haverhill | **Hours:** Part-time (25hours p/w) |
| **Salary:** £16,822 per annum (£25,224 per annum FTE) | |

**About Reach**

*Our Values: Compassionate – Inclusive – Relational – Honest – Proactive*

REACH is a Haverhill-based charity, and we’re determined and passionate about working towards thriving communities where people are resilient and flourishing. Our mission is to relieve and prevent financial hardship whilst tackling the causes and advocating for change.

We have 4 main areas of work:

**Prevention -** Proactively preventing future financial hardship through education and connecting people to tailored support systems.

**Policy -** Advocating for change through influencing and local campaigning and collectively developing policy to tackle issues facing our local community.

**Long-term Support -** Alleviating financial hardship through income maximisation and debt advice.

**Emergency Aid -** Providing immediate short-term support to financial crisis.

**About the Role**

We are looking for a **Volunteer Co-ordinator** to join our team who will be based in Haverhill. We are looking for someone who is dynamic and engaging, with excellent communication and ideally experience of volunteer management. You will provide a consistent volunteer experience across the charity, which is enjoyable, rewarding and safe for our volunteers.

You should be able to manage ad-hoc corporate and community groups, short term volunteering schemes as well as long term and regular volunteers. We are looking for somebody who will be able to provide an excellent volunteer experience from start to finish.

The role is part time role working 25 hours a week (expectation is working 5 days a week, but actual times are flexible), **there is a requirement to work some evenings and weekends** dependent on the needs of the charity. Full training will be provided.

Ultimately, although your knowledge and skills are important, it is your passion for helping to improve peoples’ lives which is more important.

**Job Summary**

* To support the work of Reach Community Projects through leading on the provision of an excellent volunteer experience

**Key Duties and Responsibilities**

1. To develop new and existing relationships with local businesses, community groups and schools with a view to recruiting and developing volunteers
2. Manage the volunteer recruitment process, including working creatively to publicise available positions and attract suitable candidates, interviewing and matching people with appropriate roles.
3. To support the new starter process, including:

* Overseeing new volunteer inductions
* Ensuring that appropriate training and support is given
* Ensure welcome pack / volunteer handbook is kept up to date

1. Provide ongoing support and guidance for volunteers, acting as the first point of contact, listening to feedback, cultivating a positive and supportive atmosphere by recognising and rewarding volunteer efforts and working with them to resolve any concerns and build good working relationships
2. The administration of all Reach volunteers ensuring all volunteer records are up to date and accurate using the assemble database.
3. Creating and distributing communications to share news and progress, promoting the work of Reach Community Projects and its volunteers internally and externally
4. Contacting volunteers each month and keeping monthly volunteer rotas up to date.
5. Organising volunteer events including meetings and development events as well as recognition and thanks events. Source and liaise with venues, managing invitations, working with others to develop a programme, and attending events to ensure they run smoothly.
6. Manage and support local events to raise awareness of REACH and the services we offer.
7. Supporting the Community Fundraising volunteer team with fundraising events.
8. Ensure compliance with key Reach policies, in particular Safeguarding Policy and Health & Safety Policy and creating, updating and distributing information regarding volunteer policies and procedures

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the role.

**Qualifications, Skills and Experience Required**

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| **Requirement** | **Essential** | **Desirable** |
| Education, training and qualifications | * GCSE or equivalent Maths, English and ICT – Grade A to C * Full driving licence with use of own car * Computer literate with a strong working knowledge of Microsoft Office suite |  |
| Skills, knowledge and experience | * Experience of recruiting, developing and managing volunteers * Proven ability to build and sustain effective relationships with a range of people * Strong communication and interpersonal skills, with the ability to deal with people at all levels | * Excellent knowledge of the volunteer landscape |
| Personal Attributes | * Efficient, flexible, ability to work in a dynamic office environment * Mature, professional and well mannered * Ability to learn quickly and confident to question * Self-motivated and punctual * Able to manage own time * Adaptable * Diligent, prepared to dig deeper / investigate * Flexible and non-judgemental approach to people and work * An empathy with volunteers and an understanding of their needs * Sympathetic to the Christian beliefs of the organisation |  |

**People behaviours**

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| Communication & Team Working | * Acts openly and honestly. * Shows respect for others. * Communicates with others in a clear and structured fashion (written and verbal). * Demonstrates a 'can do' approach. * Understands the importance of confidentiality and data security |
| People Management & Development | * Delivers agreed performance objectives with required support. * Demonstrates a willingness and appetite to learn. * Willing to participate in training and professional development |
| Commitment & Drive | * Has high standards and adheres to quality guidelines. * Strives to deliver to the best of abilities at all times. * Shows professionalism and care for clients and colleagues at all times. |
| Ethos of the organisation | * As a minimum requirement all employees of Reach Community Projects must be able to work within the Christian ethos of the charity |

**Terms and conditions**

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| Location | This role will be based at the main office in Wisdom Facilities Centre, 42 Hollands Road, Haverhill CB9 8SA but will be required to visit volunteers at our other sites. |
| Working hours and pattern | 25 hours per week |
| Probationary Period | 6 months |
| Annual Leave | 25 working days per annum for full time employees (pro-rata’d for part time employees) along with public holidays |

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