

JOB DESCRIPTION

JOB TITLE:	Volunteer Coordinator and Supporter Relations	DEPARTMENT	Fundraising and Communications
REPORTS TO:	Fundraising and Communications Manager	REVIEW DATE	June 2019
PLACE OF WORK:	Oak Tree Farm, Wetheral	HOURS	0.65 FTE (26 hrs)

1. PURPOSE OF THE JOB

Responsible for the recruitment and retention of volunteers as part of an ongoing process and to support specific organisational objectives.

- Responsible for the allocation and co-ordination of volunteers in line with operational needs.
- Responsible for maintaining and adapting relevant systems to support Volunteer recruitment, training, communication and retention. Maintain records of volunteer concerns, attendance, absence and holiday etc. and liaises with departmental managers when necessary. Supports volunteers by co-ordinating and attending special events. Assists with legacy administration as directed by the Fundraising and Communications Manager.
- Co-ordinate and support, as directed by the Fundraising and Communications Manager, community fundraising activities and events alongside relevant staff.
- Carries out key administration duties as directed by the General Manager or Fundraising and Communications Manager, primarily mailshots for the charity's biannual newsletter.
- Liaises with staff members as appropriate, assisting with presentations and community events and fundraising days where appropriate.
- To assist / carry out additional tasks as set by the department manager

2. KEY OBJECTIVES

Responsible for the allocation and co-ordination of volunteers in line with operational needs, workload including maintaining and adapting relevant systems as necessary

- To ensure volunteers meet the needs of the department, and maximise volunteer involvement within the charity.
- To record relevant statistical data relating to volunteering and report to senior management and Trustees as appropriate.
- To monitor and keep accurate, updated and accessible records, in liaison with relevant colleagues, of all volunteers.

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Works with the Fundraising and Communications Manager and Departmental Supervisors to maintain high standards in the recruiting, communication, assessing and on-going support of volunteers

- To co-ordinate the recruitment and interview process for new volunteers in conjunction with department line managers and in line with charity practice.
- Ensures confidentiality and keeps records within the constraints of GDPR requirements.
- Develops and maintains effective communication links with all volunteers.
- Works effectively, sharing knowledge and experience with others to facilitate conflict resolution and thus to ensure effective team working.

Maintains records of volunteer concerns, attendance, absence and holiday etc. and alerts line managers when necessary

- Promote recruitment and celebrate the success of volunteers by attending and co-ordinating relevant events, including an annual on-site celebratory event.
- To actively promote volunteer roles and publicise the contribution volunteers make to the charity. Attends relevant recruitment events and provides information to the general public about volunteering.
- Liaises with other staff members as appropriate, assisting with presentations, community events and fundraising days where appropriate.
- Liaise with venues for bucket collections and community fundraising activities. Ensure activities are adequately staffed and staff/volunteers are fully briefed on event. Ensure any donations are accounted for appropriately. Ensure event follow-up literature is sent.
- Ensures volunteers are made aware of fundraising events and that they are encouraged to support them by their attendance.
- To line manage Community Fundraising volunteers.

Carry out key administration duties as directed by the General Manager or Fundraising and Communications Manager

- Ensure, alongside the Fundraising and Marketing Officer, that charitable donations are recorded on our database and appropriate communication sent.
- Filing, uploading and sorting paperwork as required.
- Managing records and communications with clients appropriately ensuring confidentiality and in line with data protection guidelines.
- Communication with partners under the guidance of the Fundraising and Communications Manager and General Manager.
- Any other administration tasks as set by the Fundraising and Communications Manager and General Manager.

3. OTHER COMMENSURATE DUTIES

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- To liaise closely with other departments and partner organisations to ensure good communication and positive and supportive relationships are maintained.
- Adhere to the charity's animal policies and procedures and the HR policies set out in the staff handbook relating to staff discipline, contracts, terms of employment, health and safety and equal opportunities. Ensure that volunteers are aware of the charity's Volunteer and Health and Safety policies as part of their induction process.
- Promote at all times the work and good name of the Charity and in so doing endeavor to ensure that the public are aware of the support needed to maintain and expand the work in caring for all animals in need.

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Person Specification: Volunteering Coordinator and Supporter Relations

Essential Criteria	Recruitment Assessment Area
1. Ideally, Experience of working with and/or managing volunteers	<ul style="list-style-type: none"> • Application • Interview
2. Excellent interpersonal and customer care skills and experience of managing internal and external relationships; ability to work as part of a small team	<ul style="list-style-type: none"> • Application • Interview
3. Tact and diplomacy when dealing with others with a proven ability to be empathetic and pragmatic in challenging situations both in person and through telephone and email.	<ul style="list-style-type: none"> • Application • Interview
4. Excellent organisational and planning skills	<ul style="list-style-type: none"> • Application • Interview
5. Ability to work flexibly, pragmatically, autonomously and under pressure	<ul style="list-style-type: none"> • Application • Interview
6. Excellent presentation and communication skills	<ul style="list-style-type: none"> • Interview
7. An interest in animal welfare and the ability to communicate animal welfare messages effectively	<ul style="list-style-type: none"> • Application • Interview
8. Experience of undertaking administration duties and cash handling	<ul style="list-style-type: none"> • Application • Interview
9. The ability to prioritise sometimes conflicting tasks	<ul style="list-style-type: none"> • Application • Interview
10. IT literate especially with Microsoft Word, Excel, PowerPoint and databases	<ul style="list-style-type: none"> • Application
11. Clean UK Driving Licence	<ul style="list-style-type: none"> • Application
Desirable Criteria	
1. Experience of volunteer recruitment, training and retention	<ul style="list-style-type: none"> • Application • Interview
2. Experience of presenting to a wide range of audiences	<ul style="list-style-type: none"> • Application