

Volunteer Coordinator - JOB DESCRIPTION

1. PURPOSE OF THE JOB

- Responsible for the allocation and co-ordination of volunteers in line with operational needs, workload including maintaining and adapting relevant systems as necessary
- To work with Departmental Supervisors to maintain high standards in the recruiting, communication, assessing and on-going support of volunteers
- Maintain records of volunteer concerns, attendance, absence and holiday etc. and take action when necessary
- Promote recruitment and celebrate the success of volunteers by attending relevant events
- To liaise with other staff members as appropriate, assisting with presentations and community events and fundraising days where appropriate to support volunteers and maximise recruitment
- 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 and 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
- Assist with the management of rotas, in conjunction with the relevant line managers, to deploy volunteers to best effect and record relevant statistical data
- To monitor and keep accurate, updated and accessible records, in liaison with relevant colleagues, of all volunteers

Work with 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.
- Ensure confidentiality and keep records within the constraints of GDPR guidelines
- Develop and maintain effective communication links with all volunteers to include on site meetings and events.
- Work effectively, sharing knowledge and experience with others and be able to resolve conflict to ensure effective team working

Maintain records of volunteer concerns, attendance, absence and holiday etc. and alert 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 be an ambassador for the valuable contribution they make to the Charity's work.

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- Attend relevant recruitment events and provide information to the general public about volunteering.

Liaise with other staff members as appropriate, assisting with presentations, community events and fundraising days where appropriate.

- Ensure activities have adequate numbers of volunteers and volunteers are fully briefed on events. Attend events as needed. Ensure event follow-up literature is sent.

Develop and support corporate volunteering

- Filing, uploading and sorting paperwork as required
- Working with the Facilities Manager to coordinate corporate volunteering opportunities
- Managing records and communications with corporate partners appropriately ensuring confidentiality and in line with data protection guidelines

Develop and Support youth volunteering opportunities including work experience, student placements and Duke of Edinburgh

- Liaising with prospective youth volunteers and associated organisations and coordinating volunteering opportunities with the relevant departments
- Ensuring safeguarding procedures are adhered to throughout youth volunteering opportunities

3. ENSURING RECORDS AND COMMUNICATIONS ARE MANAGED APPROPRIATELY ENSURING CONFIDENTIALITY AND IN LINE WITH DATA PROTECTION GUIDELINES OTHER COMMENSURATE DUTIES

- Any other duties commensurate with the responsibility and remit of the role
- 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.
- 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. Experience of working with and 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

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