

# Volunteer Co-ordinator - Job description

## Role information

Department: Partnerships, Public Affairs and Family Outcomes (PPAFO)

Job Title: Volunteer Co-ordinator

Grade: D

Responsible to: Volunteering Manager

Date: June 2023

## Purpose of the job:

To develop and co-ordinate volunteering within or on behalf of Family Fund. The role contributes to facilitating volunteer recruitment, placement and retention, and managing volunteers, with a strong emphasis on building relationships with supporters both within corporate partnerships and at a more grassroots level.

## Duties and responsibilities

- Develop a compelling volunteer programme which serves the needs of teams across the organisation.
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation and ensure that we operate best in class volunteer management practices.
- Promote volunteering through recruitment and publicity strategies and campaigns.
- Recruit and induct new volunteers and manage the relationship during their time volunteering for Family Fund ensuring that they are matched with the right opportunities.
- Be key point of contact and provide administrative support to volunteers, including development of structured volunteer engagement plans.
- Work with the Corporate Partnerships Manager to support and maximise all corporate and skills-based volunteering opportunities.
- Manage relationships with universities and other potential routes to support recruitment of volunteers.

## Processes and Procedures

- Research and update/write volunteer policies and procedures, including risk assessments.
- Liaise with HR to ensure there is appropriate support and training for volunteers.
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.
- Use database to record all volunteer actions to map the volunteer journey and adequately steward our volunteers.
- Report and review volunteering activity against agreed targets and suggest areas of improvement.
- Support management of income and expenditure budgets for volunteering activity.

## Governance and Internal Co-ordination

- Co-ordinate engagement and communication with volunteering leads from different teams to support continued development of our volunteering work and maximise benefits for the organisation.
- Work with colleagues to introduce processes which monitor and evaluate volunteers' experience of volunteering for Family Fund and implement recommendations as required.
- Prepare and contribute to reports on volunteering activity as required.

### **General**

- Attend events and represent Family Fund as appropriate.
- Report on volunteer numbers and activities on a quarterly basis.
- Contribute positively to the Directorate and team meetings, team working and implementing organisational policies.
- Work with all relevant staff to ensure that all activities are joined up and complementary.
- Carry out other appropriate duties as required by management.

## Person specification

Department: PPAFO

Job Title: Volunteer Co-ordinator

### Experience

- Experience recruiting and managing volunteers and supporters
- Understanding of volunteering policies and support arrangements

### Desirable

- Voluntary or statutory sector experience
- Event management experience

### Skills, knowledge, and abilities

- Good computer literacy with a working knowledge of Microsoft applications
- Digital communication skills including use of social media and email
- Good interpersonal and networking skills
- Excellent written skills
- An understanding of the barriers to volunteering and steps that can be taken to address these
- Ability to work as part of a team and independently
- Good organisation and time management skills
- Ability to cope with a varied workload and prioritise effectively to meet deadlines
- Ability to manage challenging situations
- Ability to deal with confidential information

### Desirable

- Knowledge of disability issues
- Project management skills

### Personal attributes

- Clear, open communicator
- Capacity to inspire and motivate others
- Proactive self-starter
- Helpful and tolerant
- Flexible, adaptable and resilient to work demands and change
- Reliable, fair and honest
- Willingness to undertake regular travel, including occasional overnight stays, throughout the UK
- Commitment to Family Fund's values
- Commitment to equality, diversity, inclusion and fairness for all
- Commitment to safeguarding

**Desirable**

- Understands the impact of disability and poverty on family life