

Volunteer Co-ordinator – Job Description

Role information

Department: Fundraising and Volunteering

Job Title: Volunteer Co-ordinator

Grade: D

Responsible to: Fundraising and Volunteering Manager

Date: July 2026

Purpose of the job:

To develop and coordinate 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

Role Specific

- Support the development of a compelling volunteer programme which serves the needs of teams across the organisation.
- Generate appropriate, inclusive volunteering opportunities and role descriptions based on the needs of the organisation and ensure that we operate high quality volunteer management practices.
- Promote volunteering through recruitment centres, universities and other platforms

- 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.
- Liaise with HR to ensure appropriate checks or references are completed, including DBS checks as appropriate and following of safeguarding procedures.
- Be key point of contact and provide administrative support to volunteers and volunteer managers, via templates, briefings, practical guidance or light-touch training including development of structured volunteer engagement plans.
- Work with the Corporate Partnerships Managers to support and maximise all corporate and skills-based volunteering opportunities. By scoping corporate and skills based volunteering opportunities, supporting briefings and basic delivery, and ongoing stewardship of volunteers.
- Manage relationships with universities and other potential routes to support recruitment of volunteers.
- Co-ordinate content for monthly and other volunteer communications
- Devise appropriate social media posts and press release ideas for volunteers' week, working closely with communications team
- Work with internal comms to raise the profile of volunteering within the organisation through blogs, Family Fund intranet and more. Attend team meetings within Family Fund to promote volunteering when relevant.
- Administer the volunteering section of the Family Fund website as appropriate, uploading new roles and quality checking existing posts.

Processes and Procedures

- Research and update volunteer policies and procedures, including Health and Safety, Data protections and safeguarding and 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 suggestions to modifications to accommodate changes.
- Use Salesforce database to record all volunteer actions to map the volunteer journey and adequately steward our volunteers.

- Keeping accurate volunteer records, following GDPR, confidentiality and reward and recognition rules.
- Report and review volunteering activity against agreed targets and suggest areas of improvement. Gather qualitative and quantitative data and insights, including stories.
- Monitoring of 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 and presentations on volunteering activity as required.

General

- Attend events and represent Family Fund as appropriate.
- Report on volunteer numbers and activities on a monthly 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

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Job Title: Volunteer Co-ordinator

Experience

Essential

- Experience recruiting and managing volunteers
- Understanding of volunteering policies and wider volunteering sector
- Inclusive recruitment and support practices
- Experience of safeguarding legislation and practice
- A knowledge of CRM systems

Desirable

- Event management or project management experience.
- Experience with Salesforce

Skills, knowledge, and abilities

Essential

- A strong understanding of and ability to use Microsoft Office software
- Digital communication skills including use of social media and email
- Good interpersonal skills
- Excellent written skills
- An understanding of the barriers to volunteering for a diverse range of people, specifically those with lived experience of disability 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

- Understanding of the lived experience challenges faced by families with disabled children

Personal attributes

Essential

- 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.
- Commitment to Family Fund's values.
- Commitment to equality, diversity, inclusion and fairness for all.
- Commitment to safeguarding.

Desirable

- Volunteers in a personal capacity