Job Description EMERGE Band 2

Salary Band 2 Range £19,000 to £23,000

Job Title: Volunteering Coordinator **Name:**		**Contractual Hours: 37.5** **Salary:**
Department / Team: EMERGE 3Rs/Core	**Reports to:** Liz Lauder. Head of Volunteering & Employability	**Responsible for / Budget Accountability:** Staff: 0 Budget:0
Overall Purpose of the Job:	To coordinate and administer the recruitment, on boarding, induction and training of EMERGE's volunteer workforce, and to provide support to Volunteer Employability programmes. To implement and maintain monitoring processes and provide reports as required	

Key Accountabilities	Activities / Outputs / Deliverables	KPIs / Objectives
1. To receive manager briefings on projects / required outputs, prepare plans to achieve these, deliver to those plans, create, and maintain records of activity and regularly report to manager on progress / performance.	• Coordinates and administers the volunteer recruitment process in a timely and efficient manner. • Ensures appropriate screening checks are carried out for all applicants • Checks and maintains Salesforce IT database for FareShare GM • Updates work schedule and agrees all priorities with Line Manager • Other task(s) required to ensure the smooth running of EMERGE 3Rs	-
2. To work collaboratively with colleagues across the organisation to deliver business-wide objectives.	• Responds to telephone and email enquiries helping to provide a consistently high level of service throughout the organisation. • Receives visitors and provides information in a courteous and appropriate manner • Partners with FareShare and Touch Wood teams to determine volunteering numbers to effectively plan recruitment drives • Works closely with FareShare and Touch Wood teams in arranging 'Taster' schedules for potential volunteers	-
3. To manage own time, workload, and that of team members where appropriate to deliver high quality outputs and results.	• Makes appropriate arrangements for potential volunteers e.g. placement visits, Open Day bookings • Prepares materials to assist in the effective organisation of external and internal activities, Volunteer Fairs, Community Days and Open Days • Maintains supplies of volunteer recruitment, induction and training materials and any other associated paperwork.	-

	• Maintains up to date volunteer data (e.g. training, hours given) held in Excel • Maintains personal learning and development to ensure continuous improvement, to meet quality standards, deadlines and reporting requirements.	
4. To recruit, engage, build, and develop effective working relationships with customers /colleagues/ stakeholders.	• Engages with volunteers, encouraging them to share their experiences of volunteering e.g. to help with case studies	-
5. To advise new and existing volunteers / colleagues / stakeholders, providing a high standard of interaction and support.	• Provides a professional, comprehensive first point of contact service to volunteers and stakeholders • Using various communication methods, responds promptly and accurately to enquiries from potential volunteers, DWP agencies and voluntary sector referrals in a courteous and professional manner	-
6. To promote and represent the vision and aims of EMERGE to a range of external audiences.	• Promotes volunteer opportunities at recruitment events and fairs • Has a clear understanding of the company's policies and plans in order to help plan future capacity requirements	-
7. To gather, assimilate and analyse data to create regular and/or ad hoc reports for customers/ colleagues/ stakeholders. To use those reports to direct the delivery of activities and outputs.	• Checks and maintains the FareShare UK Salesforce IT database • Monitors number of volunteer enquiries received, and maintain volunteer Excel tracker to support conversions • Maintains data systems for recording and monitoring volunteer programmes and processes (including training, hours worked, compliance) in Excel • Compiles monthly reports on all areas of volunteer data for Board, funding reports and audit purposes	-
8. To recruit, supervise, guide, and appraise members of own team and support them in the delivery of their objectives. AND / OR To recruit, retain, support volunteers to achieve their personal objectives and recognise their achievements.	• Obtains formal and informal feedback from volunteers and use this to highlight the strengths and challenges of the volunteer experience • Responds to any volunteer concerns, providing feedback to the Head of Volunteering & Employability as appropriate	-
9. To promote EMERGE's commitment to equality, diversity and inclusion.	• Demonstrates cultural sensitivity and the ability to build the trust and engagement of volunteers and work placements • Ensures volunteering opportunities are promoted equally within communities perceived to be culturally, economically or geographically challenged • Upholds recruitment practice that ensures the volunteer team reflects the diversity of the communities served by EMERGE	-

	• Assesses and responds appropriately to approaches from potential volunteers, taking account of cultural sensitivity and inclusion	

PERSON SPECIFICATION

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
Communication Skills written, verbal	• Excellent verbal and written communication skills (E) • Good interpersonal skills, enabling effective working with a range of volunteers (E) • Ability to adapt writing style to suit different audiences such as Board members, employability learners and referral agencies (E)	**Professional Behaviour** (impact, energy, personal presentation and organisation, motivation, a 'can do' attitude, works under pressure effectively, adopts confidentiality, shows commitment to EMERGE values.) **Works independently / on own initiative.**	• Positive about the important contribution volunteers make to EMERGE's objectives (E) • An understanding of the needs and motivations of volunteers (E) • A commitment to diversity and inclusion (E) • Able to deal with information in a confidential manner and respond with sensitivity to the opinions of others (E) • Self-awareness, commitment to self-improvement (E) • Commitment to the 3Rs (E) • Ability to work calmly and maintain a disciplined approach to the task under the pressure of deadlines and/or changing objectives (E)
Numeracy	• Numerate with high levels of accuracy (E) • Able to present numerical data in suitable formats for different audiences (E)		
Qualifications - Driving Licence	• Further Education, Degree level or equivalent (D) • Previous experience of working in an office environment, dealing with face to face interactions (E) • ECDL or equivalent (D) • Willingness to undertake training (E)		
Operational Management Prioritisation / Time Management / Using computers and office resources / Taking personal responsibility / Project Management skills, eg: planning, monitoring progress etc	• Excellent admin skills and a good attention to detail (E) • Ability to plan, organise own workload and adapt to daily changing priorities (E) • Reliable and able to produce work to a consistently high standard (E) • Ability to identify when deadlines/tasks are not going to be met and communicating this effectively. (E)	**Applying Customer / Commercially Led thinking | Putting the Customer First** (addressing challenges, owning problems, and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal / team performance.)	• Able to listen to problems, respond to issues raised and refer to / inform Line Manager (E) • A commitment to the individual and collective responsibility towards Safeguarding (E) • Able to identify problems within own area of work and take appropriate action. (E)
Contextual Knowledge Knowledge of processes, standards, policies, procedures, services and products for EMERGE Recycling / FareShareGM / Touch Wood.	• Previous experience of volunteering or working with volunteers (D) • Ability to comply with individual responsibilities for health & safety and	**People Skills / Teamwork** (clear, articulate communicator, able to develop and consolidate strong, collaborative, and productive relationships with colleagues,	• Ability to work as part of a team and motivate colleagues (E) • Champions working as part of a team helping, supporting and training other

Maintain and update personal knowledge of the wider industry, its market forces, and the specifics of own role.	contribute to the protection of a safe working environment (D) • Understanding of Safeguarding (D) • Understanding of the role of volunteers and their impact within EMERGE (D) • Ability to comply with data protection regulations, ensuring that information on volunteers remains confidential (E)	customers, and stakeholders. Able to get things done with / through other people. Escalating issues / concerns to managers appropriately. Confident and assertive.)	members of team including volunteers (E) • Ability to develops a sense of common purpose, promoting mutual respect between team members. (E)
Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]	• Good level of IT literacy, including the use of Microsoft Office programmes, particularly Word, Excel, Outlook and PowerPoint (E) • Willingness to learn, including interest in social media Facebook, Twitter, Instagram (E)	**Analytical Thinking** (assimilating and analysing data, evaluating data, and applying judgement and experience to use data in decision making.)	• Experience of undertaking research and data collection skills (D) • Able to present numerical data in suitable formats for different audiences (D) • Able to assess data and operational experiences to form informed opinions and advise managers and other colleagues (D)
Physical Requirements	• N/A		