

## Volunteer Coordinator job pack

<b>Title</b>	Volunteer Coordinator
<b>Hours</b>	30-37 hours per week
<b>Salary</b>	£26,000
<b>Accountable to</b>	Head of People
<b>Responsible for</b>	Currently no direct reports
<b>Based</b>	St Ives or Swaffham

### About Caring Together Charity

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

Three in five of us will become an unpaid carer at some point in our lives. Caring Together is an ambitious regional charity that provides emotional and practical support, information and advice to carers of all ages and their families, as well as opportunities to take a break from their caring role.

### About the role

Volunteers are essential in helping Caring Together Charity achieve its strategic goal of reaching more unpaid carers across Cambridgeshire and Norfolk.

The Volunteer Coordinator will play a pivotal role in helping us reach, onboard and support the amazing individuals who generously dedicate their time to assist unpaid carers. As part of the charity's People team, the Volunteer Coordinator will be responsible for recruiting and onboarding volunteers, as well as ensuring they are fully integrated into our people plans and activities within the charity.

The successful candidate will have a background in working with volunteers and be used to working in a 'hands on' role.

## Key accountabilities of the role

- Responsible for driving and co-ordinating the recruitment of volunteers and supporting them to on-board with relevant teams.
- Promote and support the integration of volunteers across the organisation.
- Support in the development and delivery of initiatives to include volunteer engagement, recognition, reward and training.
- As a member of the People team provide coaching to managers across the organisation on effective volunteer management and support.
- Ensure appropriate and inclusive induction and ongoing training opportunities are delivered to volunteers.
- Actively contribute to the planning and successful implementation of volunteer celebration events and activities.
- Act as first point of contact for any volunteer queries or concerns providing support to both volunteers and link supervisors.
- Support in the development, review and implementation of volunteer policies and processes.
- Support the deployment of initiatives across the volunteer life cycle: On-boarding, matching, development planning, monitoring volunteer satisfaction and off-boarding.
- Effectively maintain accurate volunteer data on our systems.
- Actively track and review volunteer KPIs as well as supporting in preparing reports and data.
- Help develop and maintain consistent volunteer guidance and information on our systems, including the website.
- Support with basic HR tasks related to volunteering and more widely within the team, for example to support in covering leave.
- Work on specific projects as required.
- Be an ambassador for cultural change, including embedding behaviours.
- Work at all times within the philosophy and policies of Caring Together Charity.
- Undertake any other duties that may be considered commensurate with the level of the post.

Caring Together Charity is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

## Volunteer Coordinator

### Person specification

Requirements	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>No specific qualification requirements.</li> </ul>	
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>Experience in recruitment and /or coordination of volunteers.</li> <li>IT literate - experience with MS programmes (Word, PowerPoint, SharePoint).</li> <li>Experience of engaging with a diverse range of users and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of culture change and continuous improvement initiatives.</li> <li>Existing network of volunteer groups and associations across Cambridgeshire and/or Norfolk.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>Ability to multi-task.</li> <li>Ability to work productively with a range of people.</li> <li>Strong communication – written, verbal, digital.</li> <li>Ability to build effective relationships with stakeholders.</li> <li>Demonstrates excellent attention to detail.</li> <li>Demonstrates a constructive, solution focussed approach.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Salesforce.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Good team player within and across teams, with the ability to work autonomously.</li> <li>Ability to work under pressure and cope with changing priorities.</li> <li>Willingness to travel across our region.</li> <li>Positive, professional, engaging and enthusiastic personality.</li> <li>Active listener with a consultative approach to problem solving.</li> </ul>	

## Application and recruitment process

<b>Closing date</b>	The closing date for this post is 17 March 2025 although we reserve the right to close the advertisement early.
<b>Interview</b>	It is anticipated that interviews for this post will take place on 26 or 27 March.
<b>Start date</b>	The post is available immediately, on a full-time or part-time (minimum of 30 hours), permanent basis.
<b>Referees</b>	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
<b>Proof of qualifications</b>	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
<b>Terms and conditions</b>	Full details of the terms and conditions of employment will be made available to the successful candidate.
<b>Annual leave</b>	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
<b>Pension</b>	Caring Together Charity comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
<b>Entitlement to work</b>	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
<b>Working hours</b>	Normal working hours are between 9.00am and 5.00pm, however, Caring Together Charity is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. [The successful candidate may be required to work flexibly at evenings and weekends at times.]
<b>Benefits</b>	Full details of the benefits of employment will be made available to the successful candidate.