AGE CONCERN CAMDEN

***Striving to be an Equal Opportunities Employer***

## JOB DESCRIPTION

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| TITLE OF POST: | Volunteering and HR Coordinator | | | GRADE: | **SCP12-16**  **£28,224 to £30,315.45 pa** | |
| HOURS OF WORK: | | **35 per week** | ELIGIBLE FOR JOB SHARE: | | | **YES** |
| PENSION: | | **Contributory pension, employee and employer contribution 6% each** | | | | |
| ANNUAL LEAVE: | | **27 days a year plus bank holidays, pro rata rising to 32 days after 5 years** | | | | |
| RESPONSIBLE TO: | | **Head of HR and Central Services** | | | | |
| RESPONSIBLE FOR: | | **Not applicable.** | | | | |

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| **PURPOSE OF THE JOB** |

**Volunteering**

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| 1. To be responsible for the co-ordination and effective management of volunteer services in the Age UK Camden Group (inc subsidiaries) including recruitment, placement and ongoing support and training. 2. AUKC services are very diverse, many are off-site, with different requirements and the Volunteer and HR Coordinator is responsible for using a variety of recruitment and induction methods to select/train volunteers. (Organisational induction for volunteers is currently provided by our Good Practice Mentor and this area of work could be developed as a learning opportunity for the VHR Coordinator) 3. The Volunteer and HR Coordinator leads in all matters relating to volunteer resource issues, communicates to all staff responsible for volunteers (and their line managers) on matters relating to volunteering.      1. Maintaining the volunteer database which is part of the organisational Charity Log database.   **Human Resources**   1. To support the HR Function of Age UK Camden (including subsidiaries currently Age UK City of London). 2. To provide coordination and administrative support to the Head of HR across the whole of the employee lifecycle including recruitment, onboarding, induction and probation, training and development, attendance and performance management and policy development. 3. To maintain the HR database which includes the recruitment module of People HR. |
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| **MAIN DUTIES & RESPONISBILITIES** |

**Requirements specific to this job:**

**Recruitment and induction**

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|  | 1. To be responsible for all aspects of the recruitment process for volunteers. Placing advertisements, preparing press releases(in conjunction with Press and Comms), coordinating the application process, arranging interviews, clearing references and ensuring suitability. 2. To be responsible (in liaison with Press and Comms) for maintaining the pool of Age UK Camden’s volunteers by organising recruitment drives, promotions, open days, networking with referring organisations and other means as appropriate. 3. To encourage the recruitment of a wide range of volunteers to represent the Camden Community. 4. To prepare and distribute volunteer recruitment packs and respond to all volunteer recruitment queries (via the volunteering email address and by post or on the phone). 5. To ensure that selected volunteers are suitably inducted into Age UK Camden, its staff and services, policies and procedures and to organise induction sessions (Please see job purpose section for current situation with provision of volunteer organisational inductions). 6. To administer the DBS Checks application procedures as appropriate. 7. To support all staff who manage volunteers to develop and deliver good practice. 8. To support volunteers throughout the selection process. 9. To liaise with volunteers and service managers in arranging placements and giving advice as necessary.   **General volunteering** |
|  | 1. To maintain central volunteer records and database information and produce reports when required. 2. To provide support for volunteers and service managers in relation to volunteering issues and appropriateness of placements. 3. To arrange specialist training opportunities as required by services. 4. To organise events (eg Volunteer party) for volunteers. 5. To maintain an overview of volunteering in the organisation, to be pro-active in matters relating to training needs, support needs, recruitment and retention. 6. Ensuring that Volunteering policies and procedures are kept up to date.   **Human Resource Responsibilities** |
|  | 1. Support the development and implementation of HR initiatives and systems. 2. Support the Head of HR and Central Services to ensure that policies and procedures are kept up to date and staff are inducted into them. 3. Be actively involved in recruitment by preparing job descriptions, posting ads in liaison with the Comms department and supporting the recruitment and onboarding process. 4. Develop appraisal, training and development programs in conjunction with the Head of HR. 5. Assist in performance management processes such as probation, capability, disciplinary, grievance, sickness absence case management. 6. Maintain employee records according to policy and legal requirements. 7. Review employment and working conditions to ensure legal compliance and contribute to making Age UK Camden a good place to work. 8. To assist with securing relevant quality marks.   **General Requirements:**   1. The postholder will be required to work from any of the AUC Day Care Centres on a rota basis. Occasionally, the place of work will be known at short notice when more staff is required due to sickness, etc. 2. The post may involve occasional evening or weekend work, for which Time Off in Lieu can be claimed. 3. Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health & safety of themselves and of other persons who may be affected by their acts or omissions. 4. The postholder is required to implement the Equity, Diversity and Inclusion Policy adopted by Age UK Camden. The postholder is required to carry out the duties and responsibilities of their post with due regard to these measures. 5. The postholder is required to implement all other policies and procedures approved by Age UK Camden, including those relating to personnel, service standards, confidentiality and complaints. 6. Age UK Camden operates a No Smoking policy and all staff are required to comply with this. 7. The postholder may, on occasion, be asked to undertake other duties and responsibilities appropriate to their grade as determined by their supervisor or manager. 8. This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be revised. |
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| **FUNCTIONAL LINKS** |

**Internal**

With Head of HR and Central Services and all staff responsible for volunteers, service managers, CEO and volunteers.

**External**

WithAge UK federation, local Volunteer Centre and other outside agencies, universities and members of the public, as appropriate.

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| **Job Description Agreed by:** |

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| **POSITION** | **SIGNATURE** | **DATE** |
| **Chief Officer** |  |  |
| **Line Manager** |  |  |
| **Postholder** |  |  |

**Date: July 2024**