

<b>Job Title</b>	<b>Volunteer Coordinator</b>	
<b>Salary:</b>	£ 14.7 per hour £ 16,625.70 actual per year £ 27,709.5 full time equivalent	
<b>Hours:</b>	21.75	
<b>Location:</b>	Remote (home) working + travel across Cheshire	
<b>Accountable to:</b>	HR Manager	
<b>Role summary</b>	<p>Age UK Cheshire works with older people to support them in living their best life...</p> <ul style="list-style-type: none"> <li>• <b>relieving loneliness</b>, so that older people feel connected,</li> <li>• <b>combatting poverty</b>, so that older people have enough to live on, and</li> <li>• <b>increasing independence</b>, so that older people can live the lives they want to lead.</li> </ul> <p>The Volunteer Coordinator will play a key part in successfully growing our volunteer programme and acting as the first point of contact for all stakeholders for volunteering enquiries. You will be adept and motivated about working with and onboarding volunteers and at building relationships with other organisations, community groups, and networks to enhance the volunteer program's reach and impact.</p> <p>This role will work collaboratively with colleagues in ensuring volunteers feel valued, supported and equipped to contribute meaningfully at every stage of their engagement with us. The role requires successful coordination of volunteer onboarding, training, databases, and supporting the leadership team by providing accurate and timely reports.</p> <p>The post holder will be responsible for taking ownership of our volunteer programme, build on our existing strategies, ensure helpful resources, plan engaging training sessions and bring a people-focussed mindset to everything you do.</p>	
<b>JOB DESCRIPTION</b>		
<b>First point of contact</b>	1	Serve as the first point of contact for volunteering enquiries across the organisation and build strong relationships with volunteers and other stakeholders.
	2	Proactive ownership of recruitment, onboarding, training and support of volunteers.
	3	Matching volunteers to opportunities that suit their skills.
	4	Be the identified lead for the organisations volunteer programme, developing strong links with partner organisations, and keeping up to date on national volunteering best practice and legislation.
<b>Service Delivery</b>	5	Leading, planning and delivering recruitment drives alongside line managers across multiple platforms, including attendance at identified community events across Cheshire.
	6	To build strong relationships and use a variety of communication methods to engage and retain volunteers, including updates to our Volunteer Central SharePoint site so that volunteers feel well supported, included and informed.
	7	Ensuring best practice in volunteer management by upskilling and supporting line managers in volunteering priorities.

	8	To strengthen the volunteer recognition process across the organisation.
	9	Carry out pre-volunteering checks, including references and Disclosure and Barring Service (DBS) checks where appropriate
	10	Ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews.
<b>Services support</b>	11	Review volunteering processes and procedures and implement systems, providing appropriate support to other coordinators to ensure a consistent approach to volunteering across the organisation.
	12	Updating and maintaining volunteer support and inclusion systems to ensure accuracy, accessibility, and regular updates.
<b>Performance</b>	13	Maintain accurate records of enquiries, referrals, and outcomes, ensuring data is comprehensive and can be used for monitoring, evaluation, and future service development.
	14	To collaborate with line managers on developing our volunteer database to ensure all key information is recorded to provide accurate and timely reports.
	15	Identify emerging issues and trends based on enquiries and report these to senior staff for further action or policy development.
	16	To monitor and evaluate activities including volunteer surveys, conversion and leaver data and contribute to reports for evaluation and monitoring as required.
<b>General responsibilities</b>	17	Collaborate with colleagues across the organisation to ensure enquiries are handled efficiently, and volunteers are directed to the appropriate services.
	18	Adhere to Age UK Cheshire's policies on confidentiality, data protection, and safeguarding.
	19	Undertake any other relevant duties as required by the Chief Financial Officer or senior staff.
	<b>General</b>	
	20	Uphold the organisation's core values and act as an ambassador for Age UK Cheshire, demonstrating respect, empathy, and professionalism in all interactions.
	21	Take personal responsibility for health, safety, and wellbeing, ensuring compliance with organisational policies and health and safety regulations.
	22	Promote diversity and inclusion, fostering an environment where individual differences are valued and equality of opportunity is upheld.
	23	Foster collaboration, communicate openly with colleagues, and contribute to continuous improvement initiatives to enhance service delivery and organisational effectiveness.
	24	Take responsibility for personal development, adhere to organisational policies and legal requirements, ensure safeguarding, confidentiality, and data protection standards are met, and undertake any other duties as required to support the organisation's goals.
<b>PERSON SPECIFICATION</b>		

<b>Essential</b>	a	Experience in project management and successfully recruiting, engaging, and supporting volunteers.
	b	Ability to motivate, inspire and retain volunteers.
	c	Strong organisational skills and leadership skills.
	d	Excellent verbal, written and ITC communication skills, including telephone and email communication.
	e	Good understanding of issues facing older people, carers, and disadvantaged groups.
	f	Ability to work independently and prioritise tasks in a fast-paced environment.
	g	IT skills, including experience with databases and Microsoft Office applications.
	h	Knowledge of data protection, confidentiality, and safeguarding policies.
	i	Ability to work effectively as part of a team and with external partners.
<b>Desirable</b>	a	Experience of using a CRM or case management system (e.g. Charity Log).
	b	Knowledge of the voluntary sector and inter-agency working.
<b>GENERAL:</b>	a	Have use of a car, full driving licence, and ability to travel across Cheshire in the course of the role.
<b>ADDITIONAL INFORMATION</b>		
<b>HOURS:</b>	<p>The contracted hours for this role are 29 hours per week, typically worked Monday to Friday.</p> <p>However, both the specific working days and the daily hours within this timeframe can be discussed and agreed upon, based on operational needs</p> <p>Out-of-office hours activities may be an aspect of this role.</p>	
<b>CONTRACT:</b>	All new staff are subject to a six-month probationary period. 4 weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.	
<b>HOLIDAY ENTITLEMENT:</b>	From the 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.	
<b>CRIMINAL DISCLOSURE:</b>	The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) Enhanced Disclosure.	
<b>PENSION:</b>	Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.	
<b>HEALTH CARE:</b>	Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.	

*Age UK Cheshire is a Mindful Employer and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.*

Charity No 1091608