

JOB DESCRIPTION			
Job Title	Volunteers Recruitment Coordinator	Reports to	Chief Officer
Department	Services	Line Manages	Volunteers
Team	Operations	Date of Issue	Sept 2024

About Age UK IW

Founded in 1973, we are a local, independent registered charity providing services to support Islanders aged 50+, their carers and families. We provide information, advice, and home support to promote wellbeing, resilience and independence; empowering older people to live the life they choose. Our vision is to work in partnership to enable older people on the Isle of Wight to live well, and independently, while not feeling isolated or lonely.

Job Summary

The Volunteers Recruitment Coordinator will develop a volunteering strategy to professionalise and increase volunteering opportunities, ensuring our volunteers have a meaningful and enjoyable experience, whilst adapting to the changing trends in volunteering, which maximises opportunities for volunteers to add value to our work. The postholder will work to deliver volunteer events, support the management of volunteers, build skills and knowledge across our volunteer force.

Main Duties / Responsibilities

- Be responsible for recruitment/development of the Age UK IW volunteer team.
- Understand the Charity’s strategic aims, objectives and business plans and the importance of volunteering in delivering those objectives.
- Network with other, similar organisations who employ volunteers to exchange ideas and, where appropriate, learn from their practice.
- Attend volunteer recruitment events to promote volunteering opportunities with Age UK IW.
- Build/develop positive relationships with volunteers, to ensure high-quality experience.
- Carry out timely and effective inductions for all volunteers and support staff, including coordinating task-specific training for volunteers.
- Support the effective management of volunteers by being an additional point of contact for them, providing ongoing and relevant communications and support ensuring best practice in volunteer management, and supporting staff with any issues they have.
- Ensure that all volunteers have the information and training they need to perform their roles effectively.
- Develop a programme of varied volunteering opportunities across the charity
- Support internal teams to develop new volunteering opportunities. Provide advice and support to projects involving volunteers and actively develop the volunteering elements of project plans.
- Collaborate with and build close working relationships with relevant internal teams.
- Process and collect data enabling reports to be made available for management and the Board of Trustees regarding volunteer recruitment and development activity.

- Monitor the quality and quantity of volunteering carried out including, changes to the numbers of volunteers, hours and roles as well as evaluation of the volunteer experience.
- Develop and deliver a calendar of events and training opportunities that enable volunteers to get together.
- Facilitate joined-up working, by connecting volunteers across different areas and ensuring they feel part of Age UKIW.
- Support initiatives to recognise and value volunteer contribution.
- Abide by health and safety guidelines and share responsibility for own safety and that of volunteers.
- To always represent and promote Age UK IW in a professional and positive manner.
- Commitment to the aims and principles of Age UK IW

Charity Responsibilities – Standard Clauses

Personal Development

- Participate in training when identified / work towards qualifications essential to your role.
- Keep up to date with relevant legislation, regulations, research and developments.

Confidentiality, Data Protection and Information Governance

- Observe relevant policy and procedure and support best practice

Customer Care & Quality Assurance

- Work per any agreed quality assurance system, service standards or targets
- Deliver excellent customer care to everyone receiving service of any kind from AUKIW

Equality, Diversity and Inclusion

- Work within the ED&I policies and practices, promoting fair and quality services to all

Environmental

- Work in a resource-efficient way, minimising environmental impact wherever possible

Flexibility statement

- This job description represents an outline of the main current role requirements. It is AUK IW practice to review the job description annually as part of the employee PDR process. The job description should be read in conjunction with Age UK IW's policies and procedures.

PERSON SPECIFICATION

Job Title	Volunteers Recruitment Coordinator		
Department	Services	Date of Issue	Sept 2024
Criteria: E = Essential D = Desirable		Assessed: A = Application I = Interview T = Test	
EXPERIENCE & KNOWLEDGE (may have been gained via paid or voluntary work)			
<ul style="list-style-type: none"> Working in partnership / collaborating with other organisations Providing services for older people in a way responsive to their needs Empowering people by working in ways that support independence and choice Working with and supporting others as part of a team Providing customer service to internal / external customers Able to understand the volunteering model and where it fits with Age UK IW's strategic aims and business objectives Some experience of training and development in the volunteering sector Organising, running and attending events, including training events Establishing / maintaining monitoring & evaluation systems, reporting on outcomes Some knowledge and understanding of issues relating to volunteering and the law. Experience of operating recruitment and other associated processes 		E	A I
<ul style="list-style-type: none"> An understanding of the needs of older, disabled and vulnerable people Proven experience of working with older people or vulnerable adults Experience of working with volunteers including recruiting, training, and managing volunteers with positive outcomes Sound knowledge of best practice in relation to volunteer recruitment and management Knowledge of the range of voluntary, statutory, and private sector organisations working with older people on the Isle of Wight Previous use of CRM database 		D	
QUALIFICATIONS & TRAINING (may equate to levels of experience)			
<ul style="list-style-type: none"> Minimum Level 3 qualifications or equivalent qualification/experience 		E	A
<ul style="list-style-type: none"> 		D	I
SKILLS & ATTRIBUTES (can be transferable skills)			
<ul style="list-style-type: none"> Able to demonstrate comprehensive IT skills with experience of using databases and proficiency in all elements of Microsoft Office 365 (or equivalent software) Focused on a person-centred approach Ability to take ownership and personal responsibility for your actions Acting with honesty and integrity in all interactions Ability to engage with people from diverse communities, encouraging inclusion Caring, compassionate – passionate about what we can do for our older people Innovative; able to identify and respond to new challenges Ability to handle confidential information with discretion. Self-motivated with a positive and professional approach 		E	A I T

<ul style="list-style-type: none"> • Adaptable and positive approach to flexible working • A positive and confident communicator with good people skills and an open and approachable style with ability to generate trust and form positive relationships. • Ability to effectively work as part of a team or work independently using own initiative to make judgements unaided where appropriate. • Ability to remain calm and effective under pressure. • Ability to prioritise and organise work and meet deadlines. • Commitment to AUKIW Values and Behaviours, strategic aims, and objectives 		
<ul style="list-style-type: none"> • Clear understanding of the benefits of volunteering for an individual and an organisation 	D	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> • Flexible in approach, adaptable and encouraging of new ideas • Able to work between office and other locations as required and a flexible approach to working hours, including weekends and evenings. • Full driving licence and daily access to a vehicle / Ability to travel independently to locations around the Island to enable regular travel to other venues, meetings & events 	E	
<ul style="list-style-type: none"> • Willing to volunteer at AUKIW fundraising events 	D	