

## JOB DESCRIPTION

**Job Title:** Volunteering Co-ordinator

**Responsible for:** Department Volunteers

**Accountable to:** Head of HR

**Job purpose:**

To oversee the recruitment and management of volunteers. Assess, co-ordinate, and develop volunteer recruitment, ensuring that needs of volunteers are met. To monitor and accredit volunteers and promote volunteering opportunities. Support managers in the effective management of volunteers.

**Duties and Responsibilities:**

1. To assist managers with recruiting and placing volunteers across the organisation, ensuring references and DBS checks are in place.
2. To collaborate with managers in developing and understanding the need of volunteers and maintain the appropriate level of volunteer support for the organisation and ensure legislation and policies are in line with changes.
3. Work with managers to deliver a clear, informative and comprehensive induction, ensuring volunteers get the appropriate supervision and training throughout their experience
4. To liaise with private, public, and third sector organisations in arranging and organising volunteering placements and for student placements working closely with schools and colleges.
5. Provide information, advice and guidance to volunteers and managers in line with HR policies to resolve issues and promote co-operation.
6. Network with other local, regional, and national Age UK organisations to share best practice and discuss recruitment and management of volunteers.
7. Monitor and evaluate data and provide statistical information and reports to management and trustees.
8. Lead on the development and delivery of events to celebrate and raise the profile of volunteers such as the annual Volunteers Week and Celebration Events.
9. Collaborate with the Marketing Department to design and produce a range of publicity materials for advertising and display purposes.
10. Implement, measure, and offer rewards to volunteers to increase volunteer satisfaction, attract and retain them.
11. Improve and maintain regular engagement and communication with volunteers e.g. through volunteer surveys and newsletter.

**General**

1. Make efforts to streamline the volunteer management process
2. Maintain accurate volunteer records.
3. Attend local events to promote and recruit for volunteers.
4. Undertake all admin related tasks associated with the job role
5. Manage and supervise department volunteers, allocating administrative tasks to them.
6. Actively utilise social media platforms to advertise and promote volunteer related themes.
7. Proactively participate in meetings with the wider HR Team

## **Training and Development**

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

## **Health and Safety**

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

## **Working Practices/General**

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

**This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.**