



Volunteer and Community Services Coordinator

Hours:	35 hours per week. You'll receive a 30 min - 1hour unpaid lunch break.
Contract:	Permanent
Salary:	£27,824 - £30,106 (depending on experience)
Annual Leave:	25 days per year (increasing by one day per year until you reach a maximum of 30, plus your birthday off each year)
Location:	This is an on site role. You will work across our sites, but be mainly based at WeAre336 on Brixton Road
Line Manager:	Satellite and Community Services Manager

The role

The Volunteer and Community Services Coordinator is responsible for developing, and co-ordinating our volunteer and community projects at our Brixton site. You will work closely with the Satellite and Community Services Manager to ensure the smooth running of our Brixton-based provision, coordinating the day-to-day operations of Share's satellite site. Alongside this, you'll co-ordinate and manage Share's volunteers who provide support across our projects, ensuring they have a really great experience with us.

Our volunteers and community connections are very special to us and vital to our success. This role will play an important part in maintaining our existing volunteer support, while also developing new relationships with our community. You will coordinate all volunteer activities at Share, ensuring volunteer skills and motivations are matched appropriately and in a timely manner with the needs of the organisation. You will work with the Satellite and Community Services Manager to develop the volunteer journey and community provision, identifying opportunities for growth and collaboration with Share colleagues. You will apply safer recruitment practices and ensure volunteers are appropriately recruited, trained and supported at all times.

Who we are looking for

Our ideal candidate will have experience of coordinating volunteer or community projects. You'll have experience of recruiting, training, supporting and coordinating volunteers. You will be a proactive, well organised, and creative person, with good attention to detail and excellent people skills. You will have a good understanding of the support needs of our students and a commitment to developing a volunteering programme that enhances their experience at Share, and represents the communities we work in. You will have a good understanding of best practice in volunteering, including how to apply principles of diversity and inclusion to the way volunteers are recruited and retained. You will be flexible, able to follow instructions whilst using your initiative to solve problems and be driven to deliver the best possible service to our service users. You'll be happy to work occasional Saturdays and evenings to deliver volunteer training.

About us

At Share, we are passionate about supporting disabled people to set their own goals for learning and life, and then helping them to achieve their aspirations. The majority of our students are people with learning disabilities and/or autism. We offer a range of programmes and activities focusing on physical and mental health and wellbeing, independent living skills, community inclusion and employability. Our focus is on social and economic inclusion of disabled people in the community, and we work with our students to develop their skills, make choices, and have their voices heard.

Job Description

Volunteer management:

- Coordinate Share's volunteer enquiries and onboarding process including, applications, interviews, taster days, DBS and references
- Plan and deliver recruitment campaigns to attract and retain volunteers, including promoting opportunities, attend events, and identify ways to recruit underrepresented groups
- Support the coordination and delivery of volunteer induction training, including maintaining links with external training providers
- Keep in regular communication with volunteers to make sure they feel supported and fulfilled in their roles - helping to maximize retention and recognition
- Develop and maintain good relationships with universities, volunteer centres and community groups to attract and recruit a diverse pool of volunteers
- Develop and maintain volunteer resources; such as online volunteer webpages, volunteer handbooks and produce case studies to demonstrate the impact of our work
- Coordinate regular reward and recognitions, including socials, thank you cards and coordinating National Volunteer Week activities

Community and Operational support:

- Work closely with the Satellite and Community Services Manager to coordinate the day-to-day operations of Share's satellite centres
- Help to maintain good levels of Health and Safety practices across our Brixton site
- Annually update project and site risk assessments and procedures
- Work with students, delivery staff and the Satellite and Community Services Manager to maintain and develop a good working environment and support the growth of services at our Brixton site
- Coordinate some of our community projects at Share, including our befriending service and corporate volunteering offer
- Work with our community partners to provide opportunities for students and volunteers
- Maintain accurate records using Civi CRM and complete related admin tasks such as volunteer expenses claims
- Work with an understanding of issues relating to volunteer best practice, diversity and inclusion, lone working, GDPR, data protection, and safeguarding, adhering to Share's policies and procedures
- Maintain student and volunteer confidentiality throughout and adhere to Share's policies on data protection
- To undertake any training that may be required in order to fulfil the role as effectively as possible
- To attend and take part in Share staff meetings, one to one meetings and appraisals, organisational events and external events as required
- To undertake any other tasks and on call duties as may reasonable be required

Person Specification

Please use the Supporting Statement on the application form to tell us how you meet this specification, giving examples.

Essential:

- Experience of recruiting volunteers in a similar role
- Experience of coordinating volunteers and/or projects, preferable in a community setting
- Experience of motivating and supporting volunteers and/or partners to achieve a desired outcome
- Ability and desire to work flexibly, explore options and manage tricky situations to meet the changing needs of services users.
- A skilled problem solver who is driven to deliver the best possible service to our service users
- Good written and verbal communications skills and the ability to build good working relationships with volunteers, staff, service users, families/carers, and external partners
- Excellent time management and organisational skills with the ability to prioritise and plan your workload whilst maintaining excellent attention to detail
- Experience and enjoyment of working in busy and varied people facing role
- Able to demonstrate personal flexibility, working in a way that is adaptable, reliable, and focused on the needs of the task at hand
- Good ICT skills and competence in the use of Microsoft Office, databases and mobile technology

- An understanding of what helps disabled people to become fully socially included, and a deep sense of justice and commitment to diversity, equity and inclusion and belief that everyone has something to offer others
- A strong team-player with a collaborative approach to work and who enjoys working with others
- Knowledge of the requirements of safer recruitment practices within volunteering

Desirable

- Knowledge of health and safety practices in the workplace
- Experience of organising and delivering events and/or training
- An understanding of Equal Opportunities and how it applies to the work of a voluntary organisation

How to apply

We actively encourage applications from people from minoritised ethnic communities and with lived experience of a learning disability and/or autism. This is because we believe our staff should reflect the diversity of our student body wherever possible in order to provide the best possible service.

To apply for this role, please send us your CV and a personal statement addressing the three questions below:

1. What is your experience managing volunteers and/or community projects?
2. What three qualities make you a great team player, and help you build relationship?
3. How would you manage a varied and demanding workload?

Please also complete our equal opportunities form, which you can download from the job advertisement page on our website. Please send us the three documents to hadmin@sharecommunity.org.uk.

If you would like to have chat about the role or visit us prior to applying, please contact a member of the HR team at hadmin@sharecommunity.org.uk.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone. All CVs and applications are sanitised to ensure unbiased recruitment, and if you make it to interview stage, some questions will be sent in advance. All disabled applicants who meet the minimum criteria will be offered an interview.

This job is subject to two satisfactory references, an enhanced DBS check and providing evidence of the right to work in the UK. If you are disabled and would like to discuss other ways of submitting your application, please contact us on 020 7924 2949.

Our privacy policy for job applicants can be found here: <https://www.sharecommunity.org.uk/privacy-policy-job-applicants>

We look forward to receiving your application.

