



RAINBOW TRUST
SUPPORTING FAMILIES WITH A SERIOUSLY ILL CHILD

VOLUNTEER COORDINATOR

Department:	HR & Volunteering
Job title:	Volunteer Coordinator
Accountable To	Volunteering Manager
Based at:	Head Office
Salary:	£25,000

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.

Job Summary

The Volunteer Coordinator will support the Volunteer Manager in the development and delivery of Rainbow Trust's volunteer programme.

This post will be the first point of contact for volunteering enquiries and will be involved in all aspects of the volunteer programme including recruitment, induction, management, support, attending recruitment events and volunteer engagement and retention.

The Volunteer Coordinator will observe strictest confidence, live the Rainbow Trust Values and effectively communicate with our employees, volunteers and suppliers over the telephone, email and face to face.



Areas of Responsibility

(specific to role)

- Take responsibility for all volunteer enquiries, including managing the volunteer enquiries email inbox, responding to all emails in a timely manner and following up on enquiries and phone calls efficiently
- Support the Volunteer Manager in working closely with the Care, Fundraising and Engagement teams, responding to and processing all elements of volunteering effectively and ensuring timely follow up
- Provide efficient administrative support to ensure the smooth running of all stages of the volunteer lifecycle
- Conduct interviews and feedback sessions, either over the phone or face to face
- Support the manager with the onboarding of volunteers including DBS processing, reference checking and online training registration
- Upload new volunteering opportunities on the Rainbow Trust website, external websites and with local volunteer centres, colleges and universities
- Represent Rainbow Trust at local networking meetings and build relationships with local volunteer centres, colleges and universities
- Support the Volunteer Manager with the planning of regional volunteer recruitment and engagement events
- Create and maintain volunteer records on Donorfy and excel, ensuring all information is complete, accurate and current
- Work with all teams to ensure volunteer hours are recorded accurately on Donorfy and produce monthly and quarterly reports as requested using the database
- Work closely with the Volunteer Manager to provide effective support for national volunteers' week, local thank you events and volunteer engagement sessions
- Create and update relevant Sharepoint pages, website and social media marketing communication
- Participate in and support the development of the volunteer online forum

General Responsibilities

Leadership and Strategy

- Provide guidance, support and direction for volunteers
- Represent Rainbow Trust to a variety of external audiences, including building relationships with local volunteer centre networks, colleges and universities
- Commit to the Performance Management Process and develop stretching objectives to meet business plan
- Take responsibility for own professional development
- Operate in compliance with relevant legislation, best practice and corporate policy
- Live the Rainbow Trust Values

Operational and Project Planning

- Upload new volunteering opportunities on external websites and through local volunteer centres, colleges and universities
- Assist the Volunteer Manager to process all volunteer enquiries
- Shared responsibility to conduct phone and face to face interviews with potential volunteers
- Provide timely administrative support to recruiting managers to support the interview process
- Run targeted regional recruitment campaigns and track enquires to review recruitment methods
- Support the Volunteer Manager to create volunteer e-newsletters, posters, leaflets and invitations
- Support the Volunteer Manager with monthly reporting
- Develop own individual work programme in consultation with line manager to weekly, monthly and quarterly time frames
- Take individual responsibility for meeting agreed outcomes and objectives
- Contribute to team and department planning events and activity
- Monitor work programme progress and report any variance
- Organise own time and resources effectively and use initiative

Working with Customers and Service Delivery

- Work with the Volunteer Manager to conduct timely induction progress meetings with all new volunteers and feedback to managers
- Support with volunteer exit interviews and record feedback as required
- Provide best practice volunteer support via telephone, email, face-to-face
- Support the Volunteer Manager to deliver staff training sessions
- Promote volunteer retention/engagement by supporting the planning of the volunteer engagement events and activities for volunteer's week.
- Actively participate in the Volunteer Online Forum discussions and support the development of the forum
- Work with marketing to enhance the use of different social media platforms to continue to raise awareness of volunteering
- Relay information and supporter contact via the required internal mechanisms
- Deliver direct services to both supporters and colleagues to acceptable professional standards and corporate guidelines
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts

Developing, Maintaining Systems and Procedures

- Regularly update relevant systems and trackers to ensure process is followed and deadlines are met
- Ensure data relevant to areas of responsibility and activity is adequately recorded and stored on the volunteer database
- Contribute to wider data collection and analysis exercises across the department
- Effectively use volunteer database and suite of MS Office products to keep records current, complete and accurate
- Ensure compliance with data protection guidelines, GDPR and corporate policy, including regular data cleansing exercises.
- Maintain accurate filing system for the volunteering team

People Management and Development

- Inspire and provide advice and support to volunteers in line with Volunteer Management Guidelines
- Recognise and value the contribution of volunteers

Team Working and Collaboration

- Act as a source of knowledge on volunteering related matters and provide timely advice in line with policies and procedures
- Collaborate effectively with colleagues across the department and organisation to deliver to deadline and meet objectives
- Proactively participate in team meetings
- Contribute to team building initiatives and activities including SBI feedback and the annual staff conference
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements

Special Conditions

- All staff must adhere to Rainbow Trust's safeguarding policies and procedures
- All staff have a responsibility to maintain up-to-date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training at a level commensurate with their role.
- Some occasional UK travel may be required
- Some occasional availability for weekend and evening events may be required
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

PERSON SPECIFICATION

Volunteer Coordinator

ESSENTIAL

DESIRABLE

Experience

(Previous roles, types of organisations)

- Administrative/back-office support role in an SME organisation
- Managing own daily workload
- Producing accurate, high-quality work within even-paced environment with repetitive procedures or routines
- Experience of working with volunteers

- Worked in a charity
- Volunteered in an organisation

Special Competencies

(Specific job-related skills knowledge understanding)

- Strong verbal and written communications skills
- Able to develop and maintain cooperative and harmonious relationships with a wide variety of people
- Use of a database
- Strong MS Office knowledge
- Office 365
 - Manipulating Excel spreadsheets using formulas etc
 - Competent use of Word - completing mail merges etc
 - Basic PowerPoint - can create visual presentations

Disposition

(Influence over others, dependability, self-reliance)

- Conscientious and disciplined approach to work
- Thorough and accurate - seeing work through to completion
- Outgoing and friendly communicator
- Comfortable with detail and working within established guidelines
- Helpful and supportive team member

PERSON SPECIFICATION

Volunteer Coordinator

ESSENTIAL

DESIRABLE

Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Works cooperatively
- Seeks management support before making decisions
- Considerate of the feelings and attitudes of others

Attainments

(Academic & prof qualifications & training)

- Educated to A level/or equivalent

Motivation

(Ambition, money, security)

- Completing tasks accurately in a steady, methodical manner
- Producing high quality work
- Training and development to become a specialist and valued team member

Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Ability to work flexibly, to accommodate some evening and weekend events
- Some UK travel and out of hours work may be required