

JOB DESCRIPTION

| | |
|---|-------------------------------|
| Department: | HR and Volunteering |
| Job Title | Volunteer Coordinator |
| Accountable To: | Volunteer Development Manager |
| Based At: | Cleeve Court |
| Salary Band: | £15,000-£18,000 (pro rata) |
| Job Purpose and Context | |
| <p>The Volunteer Coordinator will support the Volunteer Development Manager in the development and delivery of the Rainbow Trust volunteer programme</p> <p>This post will be involved in all aspects of the volunteer programme including recruitment, induction, management, support and volunteer engagement/retention.</p> <p>The post holder 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.</p> | |
| Areas of Responsibility | |
| <ul style="list-style-type: none"> • Take responsibility for the volunteer enquiries email inbox, responding to all emails in a timely manner and following up on enquiries efficiently • Support the Volunteer Development Manager in responding to and processing all other volunteer enquiries, ensuring timely follow up • Provide administrative support to the Volunteer Development Manager • Conduct interviews and feedback sessions, either over the phone or face to face • Promote new volunteering opportunities on the Rainbow Trust website, external websites and with local volunteer centres • Represent Rainbow Trust at local networking meetings and build relationships with local volunteer centres • Support the Volunteer Development Manager with the planning of regional volunteer recruitment events • Create and maintain volunteer records on thankQ, ensuring all information is complete and current • Work with all teams to ensure volunteer hours are recorded accurately on thankQ and produce monthly and quarterly reports • Work closely with the Volunteer Development Manager to provide effective support for national volunteers' week, local thank you events and volunteer engagement evenings • Create and update relevant website and social media marketing communication • Participate in and support the development of the volunteer online forum • Support HR with DBS checks for care volunteers | |
| Leadership and Strategy | |
| <ul style="list-style-type: none"> • Provide guidance, support and direction for volunteers • Represent Rainbow Trust to a variety of external audiences, including building relationships with the local volunteer centre network • 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

- Promote new volunteering opportunities on external websites and through local volunteer centres.
- Assist the Volunteer Development Manager to process all volunteer enquiries
- Conduct phone 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
- Create volunteer posters and invitations using the online toolkit
- Support the Volunteer Development Manager with monthly reporting for Head of HR to present at SLT
- 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

- Conduct timely induction progress meetings with all new volunteers and feedback to managers
- Conduct exit interviews with all volunteers and feedback as required
- Provide best practice volunteer support via telephone, email, face-to-face
- Support the Volunteer Development Manager to deliver staff training sessions
- Promote volunteer retention/engagement by supporting the planning of the volunteer engagement evenings 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

- Support HR with DBS checks for all care service volunteers, following guidelines set by the Disclosure and Barring Service
- Regularly update relevant 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
- Complete regular data cleaning exercises
- Ensure compliance with data protection guidelines and corporate policy
- Maintain accurate filing system for the volunteering team

People Management and Development

- Inspire and provide advice and support to volunteers under the direction of line

| |
|--|
| manager and to Volunteer Management guidelines <ul style="list-style-type: none"> • Recognise and value the contribution of volunteers |
| Team Working and Collaboration |
| <ul style="list-style-type: none"> • 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 in order to deliver to deadline and meet objectives • Proactively participate in team meetings • Contribute to team building initiatives and activities including SBI feedback |
| Special Conditions |
| <ul style="list-style-type: none"> • Some UK travel will 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. |