

# Volunteer Co-ordinator

## Role Profile / Job Description

**Role Title :** Volunteer Co-ordinator (6 Month Contract)

**Responsible To :** Marketing & Customer Engagement Manager

**Hours :** 33.5 hours

**Salary :** Grade 3 – SCP 15 - £17072.00 (pro rata)

**Primary Purpose :** The Volunteer Coordinator's responsibilities include recruiting and training new volunteers, keeping a database of volunteer information and skills, matching volunteers to opportunities that suit their skills, keeping volunteers informed, and acting as an ambassador for all aspects of Wellbeing Merthyr

**Specialist Accountabilities:**  
**(broad parameters)**

1. Recruiting, training, and supervising new volunteers;
2. Collecting volunteer information, availability, and skills, and maintaining an up-to-date database;
3. Ensuring that "Volunteer Agreements" are distributed to volunteers, are signed and returned prior to engaging volunteers;
4. Using marketing tools such as outreach programs, e-mails, and volunteer databases;
5. Keeping new and existing volunteers informed about the organisation and volunteer opportunities;
6. Matching volunteers to opportunities that suit their skill sets, ensuring they understand their responsibilities and receive the proper training;
7. Organising training and leading on-the-job training;
8. Ensuring that volunteers remain up-to-date and maintain a good knowledge of organisation and venue procedures which include fire, safety, and evacuation procedures;
9. Keeping schedules and records of volunteers' work;
10. Preparing codes of conduct and operating procedures to uphold the organisation's values;
11. Ensuring all activities promote Wellbeing Merthyr in a positive light to the public;
12. Manage, track and process any pre agreed out of pocket expenses incurred by volunteers;
13. Ensuring that a harmonious and positive relationship is maintained between volunteers and paid employees through good procedures, clarity of respective roles, mutual trust and support. Dealing with any disputes sensitively and professionally, raising with the Marketing and Customer Engagement Manager when necessary;
14. Regularly seek ways for employees and volunteers to better understand each other's roles.

**Success Measures:**

- A vibrant and active volunteer programme across the organisation in safe, secure surroundings
- Creative and lively volunteer activities delivered to engage audiences, participants, the general public and partners

This role profile sets out the main duties and parameters of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. There will therefore be other duties and requirements associated with your role and in additions as a term of your employment you may be required to undertake various other duties as may reasonably be required. Such variations are a common occurrence and cannot by themselves justify a reconsideration of the post.

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## What we are looking for (Person Specification)

When preparing your written application, you will need to provide evidence against the criteria below, either in a work or personal situation. You may wish to use the STAR model. Briefly explain the situation, the Tasks and Actions you were required to take and the Results for you, the customer and the organisation.

### A. Knowledge and Experience

No	Quality	Criteria	Measured
1.	Ability to work across a number of sites and services types ensuring high quality service delivery	Essential	Applications and Interview
2.	Ability to identify, build and manage relationships with a broad range of people, including local residents, stakeholders and external partners	Essential	Application and interview
3.	Experience of 'thinking outside the box' and developing creative and innovative responses to problem solving	Essential	Application and Interview
4.	Experience of a customer service environment	Essential	Application and Interview

### B. Skills and Abilities

No	Quality	Criteria	Measured
1.	Very strong personal integrity and commitment to upholding the highest possible standards. Is trusting, open and honest	Essential	Application and Interview
2.	Collaborative and team focused	Essential	Application and Interview
3.	Have a personal passion for making improvements at Wellbeing@Merthyr through a vibrant volunteer programme	Essential	Application and Interview
4.	A commitment to the aims, values and future of Merthyr Tydfil through the work of the Trust in partnership with the Council and all stakeholders	Essential	Application and interview
5.	Experience of making a difference and achieving results	Essential	Application and interview
6.	Ability to develop lasting, productive relationships	Essential	Application and interview
7.	Excellent verbal and written communication skills	Essential	Application and interview

### C. Management Values

No	Quality	Criteria	Measured
1	An appreciation of and commitment to the distinctive culture and philosophy of the organisation	Essential	Application and interview
2	A team player, committed to working across teams showing integrity	Essential	Application and Interview
3	Committed to providing service excellence	Essential	Application and interview
4	Undertakes continuous professional development and encourages others to do the same	Essential	Application

5.	Has a positive 'can-do' attitude	Essential	Application and interview
6.	Strong communication skills, through a variety of mediums	Essential	Application and interview
7.	A flexible attitude to workloads and tasks, cares about our communities	Essential	Application and interview
8.	Demonstrates trust, openness and respect in dealing with others	Essential	Application and interview

#### D. Other Requirements

No	Quality	Criteria	Measured
1.	Working knowledge of various computer programmes such as Word, Office etc.	Essential	Application
2.	Able to work unsociable hours over a range of shift patterns	Essential	Application
3.	Ability to work across a range of service points and delivery areas	Essential	Application and interview
4.	Experience of working in volunteering or recruitment	Desirable	Application

#### E. Qualifications

No	Quality	Criteria	Measured
1.	Minimum of 5 GCSE's or equivalent, or the ability to demonstrate suitable experience	Essential	Application

#### F. Welsh Language

No	Quality	Criteria	Measured
1.	The ability to speak Welsh	Desirable	Application
2.	The ability to listen and understand conversations in Welsh	Desirable	Application
3.	The ability to write in Welsh	Desirable	Application
4.	The ability to read Welsh	Desirable	Application