

Volunteer Coordinator Job Description

Where: The role will be office based, with the aim that the person will regularly travel to our foodbank distribution centres to meet with volunteers.

When: To start TBC

Time commitment: Fixed Term Contract for 2 years – 21 hours per week

Working Schedule: Monday – Friday with a flexible working pattern spread throughout the week.

Main contact: Laura Cole, Slough Foodbank Manager.

Remuneration: £18.70 per hour.

Purpose of the job:

The Volunteer Coordinator has responsibility for the recruitment, training and ongoing support of volunteers at Slough Foodbank. The role is varied and responsibilities include: to recruit, train and develop volunteers, to ensure the recruitment of volunteers with lived experience and to provide wellbeing support and supervision for volunteers. The Volunteer Coordinator's role will work closely with the Volunteer Administrator and report into the Foodbank Manager.

Organisational context:

This is a role currently being carried out by a volunteer on an ad-hoc basis, but the increase in demand for the foodbank services and increase in volunteer numbers has meant that this is no longer viable. The main focus of this role will be to increase the number of volunteers including those with lived experience, develop the volunteers we currently have and spend time developing training and supervision opportunities to retain and support our volunteers.

Key Tasks:

Volunteer Recruitment

- Manage and administer volunteer recruitment process via the website, recruitment fairs and Assemble
- Set up and interview potential volunteers
- Identify ways to recruit volunteers with lived experience

Volunteer Training and Wellbeing

- Organise and facilitate Volunteer Induction training sessions including invitations, refreshments and resources with support of Volunteer Administrator
- Analyse feedback from Volunteer training to see if any improvements can be made
- Rollout safeguarding training and refresher training, either face to face or via online solution
- Research and rollout out training programmes to develop volunteers or meet a need, e.g. compassion fatigue, how to have difficult conversations, communication skills etc.
- Research and suggest improvements to volunteer wellbeing programme – training, charity discounts, supervisions, Chaplaincy, Trussell Trust training programmes etc.

Group Volunteering

- Manage/oversee corporate volunteering days with the Volunteer Administrator
- Manage projects such as Tesco collections to ensure the organisation of logistics and volunteers to maximise food donations

Volunteer Rotas

- Oversee the Volunteer Administrator's management of volunteer rotas on Assemble to ensure all areas filled and send emails if required
- Oversee the Volunteer Administrator's liaison with any volunteers not active to see if they need to be archived or anything put in place to restart their volunteering
- Attend training on Assemble system

Volunteer Files

- Oversee the Volunteer Administrator's work to create digital files for all volunteers, ensuring all required paperwork is up-to-date and signed
- Archive volunteers files for leavers
- Shred any files no longer required according to our volunteer retention policies

Communications

- Be the first point of contact for any volunteer enquiries
 - Write and distribute regular newsletters for volunteers to ensure they feel engaged in the wider work of Slough Foodbank

Other

- Networking in local community, e.g. to CVS events to keep up-to-date with volunteering
- Writing reports and capturing data to show the impact of volunteering at Slough Foodbank
- General office administration tasks to cover for other roles within the office, e.g. Foodbank Manager, Administration Manager, Volunteer Administrator

- Other tasks when required

Person Specification

- Work experience and expertise in managing a volunteer function within a similar organisation
- A strong ability to lead by example
- Good communication skills
- Ability to work as part of a team
- Be proactive when identifying problems and developing solutions
- Excellent people skills and problem solving skills
- Ability to set and meet own deadlines
- Effective supervisory skills
- Confident user of email, document and basic spreadsheet applications and internet
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds.
- Numerate and comfortable interpreting basic statistical data
- Self-motivated and the ability to work independently and unsupervised.
- Good time management
- Strong organisational skills