

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Volunteer Coordinator</b>
<b>Reporting to:</b>	Volunteer, Training and Quality Standards Manager
<b>Location:</b>	Mahdlo (Oldham Youth Zone), Egerton Street, Oldham
<b>Contract:</b>	Part-time, 22.5 hours per week, Permanent
<b>Salary:</b>	£23,000 to £26,000 per annum pro rata (dependent on experience)
<b>Holidays:</b>	33 days (including bank/public holidays) pro rata

### **Our Vision**

To be a beacon of excellence for youth-led provision in Oldham

### **Our Mission**

To deliver high quality, innovative activities and experiences for young people from Oldham aged 8-19 (25 with a disability); to provide opportunities, raise aspirations and support young people to be the best they can be.

### **Our Values – The Way We Work**

Passion  
Respect  
Inclusion  
Dependability  
Excellence

### **Job Purpose:**

Support with development and implementation of effective and innovative systems for the recruitment, training, management and support of volunteers at Mahdlo. Enhance the number of volunteers and range of volunteer activities for the benefit of the young people and the charity.

### **Main duties and responsibilities:**

#### **To work with the Volunteer, Training and Quality Standards Manager to:**

- Promote volunteering opportunities at Mahdlo to encourage positive interest from a representative cross section of the community.
- Take enquiries from potential volunteers and interview them to assess their suitability and volunteering preferences.
- Support in screening of volunteers, including references, DBS checks and ensuring compliance with equal opportunities policies.

- Support in delivery of induction and training packages for volunteers to ensure they are welcomed appropriately and have the opportunity to develop their skills.
- Provide ongoing support, professional guidance and communication with volunteers including carrying out one to one supervisions with the aim of providing a rewarding volunteer experience and increasing retention levels.
- Support with a volunteer reward and recognition scheme together with procedures for evaluating the positive impact of volunteering at Mahdlo.
- Work closely with the youth work teams to ensure the quality of the work of volunteers and the training provided to them is effective.
- Work with the Volunteer, Training and Quality Standards Manager to promptly address any issues with volunteers, including any concerns about possible misconduct.
- Develop and maintain strong working relationships with key volunteering partners.
- Work with the Fundraising Manager to identify and pursue funding opportunities for volunteering initiatives.
- Monitor, record and evaluate the work of volunteers and provide reports for management team to support a consistently high quality of provision and demonstrate positive impact.

## **General Requirements**

- Contribute positively to a range of exciting activity programmes for children and young people in the hub and districts that will challenge, stimulate and provide new opportunities, in line with the Mahdlo six key themes: Get Active (Sports); Get Creative (Arts); Get Sorted (personal development, crime prevention and health and wellbeing); Get Outdoors (outward bound and environmental activities); Get Connected (leadership, volunteering and citizenship); Get Ahead (employment and enterprise).
- Work diligently to meet the requirements of this job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Participate positively in internal/external meetings and training as required
- Positively participate in one to ones and appraisals
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Mahdlo's culture, values, aims and objectives
- Act as a positive ambassador for Mahdlo at all times
- Positively contribute to Mahdlo's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably be required

**NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed in consultation with the employee. As a general term of employment, Mahdlo may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**In accordance with Mahdlo's Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and will require you to complete Safeguarding training within six months of appointment and refresher training thereafter.**

## PERSON SPECIFICATION

<b>Volunteer Coordinator</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Excellent level of numeracy and literacy	✓	
Relevant qualification (or willing to undertake)		✓
<b>Experience</b>		
Experience of recruiting, managing and motivating volunteers		✓
Experience of working with confidential information	✓	
Experience of getting the best out of a volunteer team	✓	
Experience of organising and delivering training ideally for volunteers		✓
<b>Knowledge</b>		
Knowledge of volunteering initiatives and processes	✓	
Knowledge of current trends and best practice relating to volunteer management	✓	
Knowledge of volunteer training programmes		✓
<b>Skills</b>		
Strong interpersonal and networking skills	✓	
Ability to enthuse, inspire and motivate others	✓	
Ability to work under own initiative and work collaboratively	✓	
Ability to handle a varied workload, react quickly, meet deadlines and prioritise tasks	✓	
Ability to monitor and record accurately and produce reports for various bodies	✓	
Excellent written and oral communications skills and an ability to establish good professional relationships with varied stakeholders	✓	
Excellent customer service skills	✓	
Sound IT skills	✓	
Ability to communicate the value of volunteering at all levels	✓	
<b>Attitude</b>		
Willing to learn new things and to work positively to support the wider team and Mahdlo achieve success	✓	
Confident, motivated and enthusiastic	✓	
Demonstrate a commitment to the values of Mahdlo	✓	
The ability to cope with multiple demands and deadlines, the ability to work fast and to a consistently high standard	✓	