

# LUTON IRISH FORUM

## Volunteer Officer

### Job Description

**Hours:** 35 hours per week, occasional evening and weekend work may be required for which TOIL will be given.

**Responsible to:** Operations Manager

#### Summary of Post:

The post involves working with volunteers in a range of roles working across LIF projects to improve delivery of services for our users. The post holder will recruit, interview, reference and DBS check volunteers, induct and conduct risk assessments, match volunteers to roles, deliver/arrange the delivery of volunteer training, provide ongoing coaching, support, appraisals and acknowledgement, work with other agencies and input data to the volunteer database and monitor outcomes for volunteers and users.

#### Key tasks

To work closely with staff to manage volunteers including:

- Completing safe and robust selection and induction processes, assessing volunteers against agreed criteria
- Providing support and supervision to effectively manage their performance and recognise their achievements and contribution
- Receiving, recording and acting upon feedback from and about volunteers, resolving issues and complaints as required
- Providing opportunities for volunteers to learn and develop

To use LIF database, information management systems and personal knowledge to:

- Manage volunteer requests from teams
- Advertise opportunities to volunteers
- Receive, monitor and respond to expressions of interest
- Organise and create effective volunteer teams

To process, interpret and use large volumes of informal and formal data to:

- Assign volunteers to services, activities and events on both a planned and ad hoc basis
- Respond to changes to volunteer requirements often at short notice
- Resolve any gaps in volunteers required by teams
- Communicate actions and decisions to volunteers and staff

To work collaboratively with staff to:

- Manage the workload within a busy team environment
- Support staff and processes
- Produce statistical information and reports
- Ensure health, safety, risk assessment and data obligations are met

To lead and contribute to teams as required to:

- Plan and deliver high quality volunteer training and other events
- Complete volunteer surveys and archive volunteer information
- Recognise volunteer achievements and contributions

To ensure that volunteer data is captured and kept up-to-date and accurate with appropriate permissions and reviews, including safeguarding checks, volunteer activity, and sensitive personal information

To use feedback and evaluation information to enhance and continually improve the delivery of the volunteer programme; developing and updating processes and procedures as required

To abide by and promote adherence to LIF policies and procedures.

To take responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. An enhanced DBS disclosure will be sought in relation to the successful applicant for this post.

## Person specification

### Essential skills and experience

- Understanding of and ability to apply the principles of positive volunteer management to manage volunteers remotely, including recruiting, inducting, training, supervising and supporting volunteers
- Experience of coordinating volunteers in a range of roles to deliver a successful volunteer programme, including inspiring and motivating volunteers
- Proven ability to work with high volumes of data to a high level of accuracy
- Excellent communication skills, including the ability to use a range of communication styles and methods, and identify and meet people's different information and communication needs
- Experience of presenting complex information clearly, concisely and accurately in ways that promote understanding
- Experience of working within a busy operational environment involving day to day decision making, developing and improving administrative processes, and managing risk
- Proven ability to work on your own initiative and manage time effectively to meet deadlines, prioritise and deal with multiple demands
- Proven ability to work effectively within internal and external teams, taking personal responsibility for building effective relationships and making things happen
- Experience of project work with proven ability to plan, monitor, report on and evaluate activities, measuring impact as well as outcomes
- Ability to operate within an agreed budget, monitoring expenditure and providing accurate financial reports
- Excellent computer literacy skills, including familiarity with all standard office packages (e.g. Microsoft Word, Excel, Outlook and Access) and experience of using databases to support your work.
- Willingness to work flexibly, with occasional evening and weekend work.

### Desirable

- Confidence in using Customer Relationship Management databases and a good overall understanding of computer systems