



LUTON IRISH FORUM

WELFARE, SOCIAL & CULTURAL OPPORTUNITIES

Volunteer Coordinator Job Description

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

Responsible to: Chief Executive Officer

Summary of Post:

The post involves leading volunteers and staff 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.

Responsibilities:

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.

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Person Specification

JOB TITLE:	Volunteer Coordinator
DATE:	September 2023

EXPERIENCE/SKILLS	Essential	Desirable
<ul style="list-style-type: none"> Proven track record of leadership. 	✓	
<ul style="list-style-type: none"> Understanding of and ability to apply the principles of positive volunteer management to manage volunteers remotely, including recruiting, inducting, training, supervising, and supporting volunteers. 	✓	
<ul style="list-style-type: none"> Experience in coordinating volunteers in a range of roles to deliver a successful volunteer programme, including inspiring and motivating volunteers. 	✓	
<ul style="list-style-type: none"> 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. 	✓	
<ul style="list-style-type: none"> Experience working within a busy operational environment involving day-to-day decision-making, developing and improving administrative processes, and managing risk. 	✓	
<ul style="list-style-type: none"> Proven ability to work effectively and empathetically within internal and external teams, taking personal responsibility for building effective relationships and making things happen. 	✓	
<ul style="list-style-type: none"> Experience of project work with proven ability to plan, monitor, report on, and evaluate activities, measuring impact as well as outcomes. 	✓	
<ul style="list-style-type: none"> Ability to operate within an agreed budget, monitoring expenditure and providing accurate financial reports 	✓	
<ul style="list-style-type: none"> Excellent computer literacy skills, including familiarity with all standard office packages (e.g. Microsoft Word, Excel, Outlook, and Access) and experience in using databases to support your work. 	✓	
<ul style="list-style-type: none"> Access to a car and the ability to drive. 		✓

KNOWLEDGE	Essential	Desirable
<ul style="list-style-type: none"> Charity governance requirements and ability to ensure compliance with statutory and legal obligations 	✓	
<ul style="list-style-type: none"> Statutory and voluntary sector support services across Luton relevant to the needs of the users 	✓	
<ul style="list-style-type: none"> The Irish and other communities in Luton and surrounding counties and issues relating to their experience 	✓	
<ul style="list-style-type: none"> Promoting equal opportunities and diversity 	✓	
<ul style="list-style-type: none"> UK GDPR 	✓	
<ul style="list-style-type: none"> Advice Service Quality (ASQ) Mark 		✓
<ul style="list-style-type: none"> Law and services for disabled people 		✓

BEHAVIOURS	Essential	Desirable
<ul style="list-style-type: none"> Planning and organising 	✓	
<ul style="list-style-type: none"> Performing under pressure 	✓	
<ul style="list-style-type: none"> Adaptability to change 	✓	
<ul style="list-style-type: none"> Team working 	✓	
<ul style="list-style-type: none"> Self-motivated 	✓	
<ul style="list-style-type: none"> Flexibility 	✓	
<ul style="list-style-type: none"> Confidentiality 	✓	
<ul style="list-style-type: none"> Awareness of potential conflicts of interest 	✓	