

## Job Description

<b>Job Title:</b>	Volunteer and Communication Coordinator
<b>Salary:</b>	£25,500 per annum
<b>Hours:</b>	35 hours per week
<b>Responsible to:</b>	Head of HR and Resources

This is an exciting and rewarding dual post made up of two distinct areas of work, comprising of volunteer management and communications. The schedule of work responds to cyclical and changing project needs, so the post holder will need to be able to work flexibly and develop their programme of work to respond to project aims, targets and funding. On average, it is anticipated that time will be divided broadly speaking into volunteer management 2.5 days per week and communications work 2.5 days per week.

This is a great opportunity for the right person to influence an organisation with a strong history of volunteers and support a constantly developing communications programme. The post holder will need to work effectively with a wide variety of colleagues across the organisation, as well as external parties. This requires the ability to manage relationships and liaise with managers, CEO and other stakeholders, and to ensure that volunteer opportunities are maximised and that there is a cohesive approach to producing and developing information and communications. This role is based in the Central Team at Centre 404, and is a great time to join the team as it is expanding to have thirteen team members.

## Volunteer Management

- Maintain and develop our volunteer database to use and care for our volunteers effectively and in line with regulation and best practice
- Manage the recruitment of new volunteers including developing roles with senior managers and creating role descriptions, running the internal and external recruitment process, and organising/delivering inductions and training
- Provide ongoing support for all volunteers throughout their recruitment, training and placement, including one to one feedback and support sessions
- Take positive action to recruit volunteers from diverse sections of society, particularly those with learning disabilities and family carers. Ensure systems are in place to support a range of volunteers' needs, especially those with additional support needs.
- Oversee and participate in our weekly Gardening Group for volunteers with learning disabilities, assisting with and supervising some general gardening duties and projects in the garden at 404 Camden Road (gardening experience not necessary)
- Provide updates and support for staff to ensure they are aware of volunteer policies and procedures and of their role in supporting volunteers
- Ensure that all volunteer policies, procedures and handbook, including good practice guidelines, are updated and adhered to in line with relevant legislation and Investors in Volunteers framework
- Maintain and develop systems to monitor the project, collate statistical information and evaluate feedback from volunteers and service users
- Maintain Investors in Volunteers accreditation, as well as prepare and oversee the cyclical renewal of this
- With support from the Head of HR and Resources, monitor the volunteer project budget
- Source and apply for funding for the Volunteer Project, with the support of colleagues in the Central Team, and write annual monitoring, evaluation and project reports. This includes maintaining good communication with funders, partner agencies and other relevant stakeholders to ensure the continuation of the project.
- Organise volunteer events throughout the year, including recognition, promotion and celebration

## Communications

- Lead the Information and Marketing Working Group, working with the Head of HR and Resources and colleagues to set a work plan and agenda items for the group
- Develop and manage marketing and promotional material for events, initiatives and projects, using third party suppliers and running consultations internally
- Manage and develop our website content, visuals and webhosting, building strong relationships with external designers and providers
- Work with both management and service users to support and encourage contributions to Centre 404 blog and social media updates, creating a social media plan which leads into developing our digital strategy, exploring grants and funding
- Coordinating and managing mailing lists, mail outs, newsletters and other correspondence, using software and programmes as appropriate
- Manage and develop internal communication at Centre 404, including notice boards and visuals
- Be responsible for accounts for media, editing, licenses, etc., in line with the role
- Work with a range of communication options including “easy-read” versions where needed for people with learning disabilities (training can be given)
- Manage media library
- Work with colleagues in the Central Team to recruit and keep in touch with volunteers who take part in sponsored events; this includes assisting them with setting up an online donation page and attending relevant fundraising events
- Assist with processing donations and supporting sponsored events and thanking donors

## Annual Review, AGM & other events

- Coordinate the production of Centre 404’s annual review. This will require strong project management skills to plan and deliver this project to tight deadlines. Responsibilities will include:
  - Sourcing and working with external designers, photographers and suppliers
  - Liaising with CEO on concepts, design and content
  - Working with colleagues across the organisation to collect and draft relevant copy and case studies
- Lead on organization of AGM, Summer Garden Party, and fundraising events such as annual Quiz Night, including but not limited to:
  - Production and circulation of promotional material
  - Liaising with outside vendors/prospective donors for catering, entertainment, and photography
  - Setting and managing event budget
  - Delegating tasks to volunteers and staff

## General Duties

- Maintain and adhere to Centre 404 values, mission and beliefs in all aspects of your work and interactions with others and when representing the organisation
- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404’s Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Promote and adhere to Centre 404 Equality and Diversity mission and Policy and contribute positively to an accessible and welcoming work environment
- Assist, support and supervise volunteers where required and adhere to Centre 404 values in relation to working with volunteers
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation

- Contribute constructively to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Aim to meet targets as set and agreed with your line manager in relation to your personal development
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

**Person Specification** (E) Essential requirements (D) Desirable requirements

Physical/personal attributes	Willingness and ability to travel to a variety of locations for work and training purposes	E
	Willingness and ability to carry out and supervise general gardening duties with volunteers, including those with learning disabilities	E
	Adaptable and willing to work some evenings and weekends as required within the remit of the post	E
Qualifications	Hold a graduate qualification or equivalent or be able to demonstrate substantial training and experience in a similar role	E
Experience	Experience of being a volunteer, managing or supervising volunteers, or other staff/colleagues	E
	Experience of delivering or working on projects and activities for groups of vulnerable people and/or volunteers	E
	Experience or knowledge of working with children and/or adults with learning disabilities or family carers	D
	Commitment to concepts of inclusion and diversity and ability to handle confidential and sensitive information appropriately	E
Skills/Abilities	Ability to manage, support and supervise a large team of volunteers across different areas of service delivery	E
	Ability to negotiate and manage effective and constructive relationships with colleagues, trustees, funders, partner organisations and other stakeholders	E
	Ability to understand and deliver compliance and adherence to safeguard vulnerable people and perform background checks	E
	Approachable and diplomatic with the ability to communicate appropriately with a diverse range of volunteers and members (including those with learning disabilities and people from a variety of social and ethnic backgrounds) and to maintain confidentiality and professional boundaries	E
	Ability to organise and manage a multi-layered post, prioritise, and meet project targets and deadlines	E
	Excellent IT skills with good working knowledge of	

	Microsoft Office systems. Knowledge of and willingness to operate Adobe, Photoshop and internet content management systems such as WordPress, as well as other database systems	E
	Excellent administrative and writing skills and the ability to keep and maintain clear files and electronic records	E
	Knowledge or experience of event coordination, project management, marketing or fundraising	E