**Volunteering Opportunities Coordinator**

[V1 September 2024]

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Level** | **Level 3** | **Kornferry Function** |  |
| **Directorate** | **ISD** | **Function/Service** | **People Services> Volunteering Team** |
| **Direct Reports** | **N/A** | **Indirect Reports** | **Volunteers**  |

The Leadership and Management of our people is critical to us as an organisation.

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like.Our goal is to create a great workplace and deliver excellent services to our users. This [**framework**](https://britishredcross.interactgo.com/Utilities/Uploads/Handler/Uploader.ashx?area=composer&filename=Leadership+at+the+British+Red+Cross+-+Leadership+Framework+4.pdf&fileguid=9aa539e7-8c4d-4f5b-bd2f-7efb8a6831bb), along with our [**Values in Action**](https://britishredcross.interactgo.com/Interact/Pages/Content/Document.aspx?id=10802&SearchId=5597597#The%20Fundamental%20Principles) and [**Fundamental Principles**](https://www.redcross.org.uk/about-us/what-we-stand-for), helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about this [**here**](https://britishredcross.interactgo.com/Interact/Pages/Content/Document.aspx?id=11420&SearchId=4626170)

|  |  |
| --- | --- |
| **Purpose** | This role is here to contribute to the efficient recruitment of volunteers across the organisation, to transform processes adapting to new volunteering models in support of the Volunteering Strategy and embed continuous improvement mechanism to ensure a high-quality volunteer and service manager experience is maintained so we are the charity of choice for volunteering. You will contribute to designing recruitment plans and support relationships with internal stakeholders. Processes you contributed to designing will pivot seamlessly during times of volunteer redeployment, including surge events, to deliver a smooth transition of volunteers to different opportunities or services within agreed time frames, maintaining their overall experience and engagement.This role also requires the postholder to be part of a rota response for the Volunteer Support Line (VSL). The VSL offers practical and emotional support to all BRC volunteers and responds to their questions or concerns about their volunteering tasks. The line provides a listening ear for volunteers, be a safe space to share any issues or concerns, and signpost to further help if necessary.  |
| **Budgetary responsibility/****accountability** | **No** | **Accountability for other resources** | Enabling processes to attract c.11k volunteering applications and 6k recruited volunteers p.a |
| **Key Responsibilities** | **Volunteer recruitment delivery*** Contributing to the translation of strategic workforce plans from across the organisation, into recruitment delivery plans which can be realised
* Collaborate with other specialist teams in the organisation, to ensure appropriate and effective support and provision is received e.g. technology, data and marketing
* Help shape and take part in regular testing of operational plans, to switch from regular recruitment processes to surge processes when required

**Transformation and continuous improvement*** Contribute to shaping initiatives to optimise back-office processes for volunteer recruitment which improve the volunteer experience – considering process analysis and redesign, change management, new technologies etc.
* Coordinate new ways of working which will support and enable new forms of volunteering to be recruited to, responding robustly to challenges of traditional methods and requirements
* Collaborate with the Products team to explore and clarify requirements for technology changes
* Contribute to the coordination of activities underpinning any changes in approach to volunteer recruitment
* Coordinate testing and implementing new ways of working for new forms of volunteering

**Data and insight*** Contribute to designing methods to collect and analyse data and insight to ensure our recruitment opportunities are relevant, accessible and able to effectively engage diverse communities
* Track back-office process metrics, to assess effectiveness of all stages of the recruitment journey

**Collaborative relationship with services*** Establish strong connections with service staff to ensure effective engagement, a clear understanding of their business needs, and the ability to negotiate delivery requirements aligned to the Volunteering Strategy
* Work together to share ideas and set priorities, identify opportunities for improvement
* Facilitate the sharing of knowledge, learning and best practices

**Volunteer Support Line*** Contribute to delivering a high-quality ‘customer’ experience in response to telephone or email contact
* Use effective questioning techniques to establish nature and complexity of practical enquiries and quickly decide if this can be resolved by the Volunteer Support Line or if the enquiry needs to be passed to the appropriate department/team for resolution
* Use initiative and take ownership and investigate enquiries (by reference to guidance documents, guidance from colleagues and other available information sources)
* Support volunteers with welfare issues, provide a listening ear and signpost if required for emotional support
* Ensure accurate recording of information about calls/emails and actions taken

*The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.* |
| **Knowledge & Skills***\*Essential* | * Knowledge of volunteer management and volunteer recruitment
* Good interpersonal / communication skills
* Ability to meet competing demands and deadlines
* Ability to build relationships across an organisation, including with volunteers
* People management
* Innovation – including user insight, design thinking, prototyping
* Flexibility and resilience
* Strong IT and data literacy to identify and respond to opportunities for improvement
* Problem solving and solution focused
 |
| **Experience***\*Essential* | * Volunteer recruitment – delivery of resourcing / recruitment plans
* Collaborative team working
* Working within a changing and ambiguous environment
* Networking, relationship building and negotiation skills
* Experience of using data and/or creating reports
 |
| **Additional requirements** | * Ensures inclusive practice and promotes equity
* Team player, supporting colleagues when there are deadlines and who knows when to ask for help themselves
* Ability/ willingness to occasionally work outside of normal office hours
* Ability/ willingness to travel and/or use technology to engage stakeholders
 |

|  |  |
| --- | --- |
| **Pre Engagement Checks**Highlight bold as required |  |
| DBS- England & Wales | Adult/ Child/ Adult & Child Workforce/None |
| PVG- Scotland | Adult/ Child/ Adult & Child/ None |
| Access NI- Northern Ireland | Vulnerable Adult/ Child/ Vulnerable Adult & Child/None |
| Driver Check | Yes/No (if intending on driving) |  |
| **International Roles Only** |  |
| International Police Check | Yes/No |
| International Driving Licence for manual cars | Yes/No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Role Reference** |  | **Review Date** |  |

*We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.*