

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Volunteer Co-ordinator - Volunteer Essex
<b>SALARY/HOURS:</b>	£20,798.50 PA – for 37 hours per week
<b>RESPONSIBLE TO:</b>	Strategic Partnerships Manager
<b>RESPONSIBLE FOR:</b>	This post is not responsible for any staff
<b>HEAD OFFICE BASE:</b>	Community Voluntary Services Tendring (CVST), Imperial House, Rosemary Road, Clacton-on-Sea, Essex, CO15 1NZ
<b>DURATION:</b>	12 month contract

### PURPOSE OF THE POST:

Working as part of CVST's volunteer support team, the postholder will support the development of long-term sustainable communities that help and empower local residents to lead healthier, more independent and more active lives by participating in community activities.

The postholder will be responsible for the co-ordination of the Tendring area of the Volunteer Essex online volunteer recruitment platform. This role will support the recruitment of volunteers across the Tendring district in order to ensure that an adequate supply of volunteers is available to meet the needs of local organisations and in particular to continue to support the recruitment of volunteers for the COVID-19 vaccination programme.

### MAIN DUTIES:

1. Advertise and promote volunteer opportunities through Volunteer Essex on behalf of CVST and the Tendring Voluntary, Community and Social Enterprise (VCSE) sector
2. Process volunteer enquiries from registration through to placement by contacting potential volunteers to match them to suitable volunteer opportunities. This may include (but is not limited to):
  - Meeting volunteers in person, online or communicating with them by phone or email.
  - Taking calls and emails from potential volunteers for CVST and other VCSE organisations
  - Following up on progress
  - Liaise with VCSE organisations with regard to the referral of volunteers, keeping their opportunities up to date and follow up for monitoring purposes to capture number of placements.
3. Establish and manage relationships with community groups, external agencies and partners and identify and make links with those groups and agencies that are not currently known to CVST.

4. Work with the CVST staff team and Tendring VCSE organisations to regularly identify and promote volunteer opportunities
5. Work with CVST's Volunteer Co-ordinator to promote the volunteer opportunities available within CVST and those of partners through events, exhibitions, activities and campaigns via the E-bulletin and Social Media.
6. Maintain the Volunteer Essex platform to monitor the progress of volunteers and work closely with the Evaluation and Monitoring Officer to ensure that all data is accurate, up-to-date, and available for the on-going monitoring and evaluation of the project and reporting to the CVST Board, Essex County Council and other partners as necessary.
7. Support the roll out of the COVID-19 vaccination programme by working with CVST colleagues and the CCG to ensure sufficient volunteers are available to support the vaccination hubs through email, telephone and the online 3 Rings volunteer rota system.
8. Promote online and face to face training opportunities to volunteers (particularly those included on the Volunteer Essex website).
9. Assist in the delivery of targets and outcomes in line with funding requirements and CVST vision.
10. Maintain regular contact with volunteers and volunteer involving organisations to ensure that records are accurate and up-to-date and notify organisations when their opportunities are due to expire.
11. Attend relevant meetings on behalf of CVST including but not limited to:
  - Quarterly Operational Volunteer Essex Meetings (including rolling role of chairing and minuting)
  - Annual 'Away Days'
  - Internal CVST meetings

#### GENERAL:

To work collaboratively as part of the CVST staff team towards the aims and objectives of the organisation as a whole. Attend training in consultation with your line manager to improve and develop skills in line with the requirements of the job. To take part in the staff performance and development review process.

To be aware of the responsibilities connected to confidentiality, data protection and sensitive information within the organisation. To adhere to all CVST's operational policies and procedures including but not limited to Equal Opportunities, Financial Systems, GDPR and Health and Safety.

CVST reserves the right to amend this job description as necessary, after consultation with the post holder to reflect changes in or to the job.

**COMMUNITY VOLUNTARY SERVICES TENDRING  
VOLUNTEER CO-ORDINATOR – VOLUNTEER ESSEX  
PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>	<b>Application Form</b>	<b>Interview</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Educated to A level standard</li> <li>▪ 5 GCSEs including Maths and English to grade C or above or NVQ Level 3</li> </ul>	<ul style="list-style-type: none"> <li>▪ Diploma in managing people</li> </ul>	X	
<b>Specialist Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>▪ Experience of volunteering</li> <li>▪ An understanding of the principles of equal opportunities and a commitment to implementing them in all aspects of the job</li> <li>▪ Knowledge and experience of using Microsoft 365 applications.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in the voluntary and/or public sector.</li> <li>▪ Experience of running small projects</li> <li>▪ Marketing and promotion skills</li> </ul>	X	X
<b>Interpersonal &amp; Communication Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication skills</li> <li>▪ Ability to engage with people on all levels</li> <li>▪ Ability to motivate and inspire through effective communication</li> <li>▪ Excellent interpersonal skills and the ability to integrate well as part of a team</li> <li>▪ Experience of writing and presenting accurate and clear reports</li> </ul>		X	X
<b>Initiative &amp; Independence</b>	<ul style="list-style-type: none"> <li>▪ Ability to work on own initiative, to anticipate and prioritise work and ensure tasks are completed on time.</li> <li>▪ Excellent organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Open and flexible attitude to new developments</li> </ul>		X