

Calderstones Volunteer Co-ordinator

"Choose a job you love and you will never have to work a day in your life" – Confucius

VACANCY REFERENCE CODE: 53/2019

Please quote this code on the application form

- **Location:** Calderstones Park, Liverpool 18
- **Duration:** Permanent
- **Salary:** £17,000 to £22,000 (pro rata)
- **Hours:** 35 hours per week / 1.0 FTE. Full time and part time positions available
- **Working Hours/Pattern:** 35 hours per week on a Monday to Sunday rota basis spanning 0800-2000 (summer months) and 0830-1730 (winter months).
- **Annual Leave:** 30 days per year, pro rata

About this role:

The Calderstones Volunteer co-ordinator will build on our existing volunteer strategy and develop a programme of opportunities and systems that provide a high quality volunteer experience that reflects best practice in the sector. Flexibility in working hours and working pattern is crucial to the success of this role.

At the heart of the community offer at Calderstones will be a programme of Shared Reading and community wellbeing groups as well as a number of larger one off/ annual events which will attract larger numbers of visitors from further afield. The Reader will have a role in igniting enthusiasm and will support the development of a full and vibrant programme but we envisage that a community of willing volunteers will co-create the programme with us. This role will be helping to identify ideas, opportunities, skills and talents within individuals and provide the support and guidance necessary to bring out the best in people whilst at the same time ensuring that relevant policies and procedures are in place.

Please refer to the Recruitment Pack ('Why this is a unique opportunity' page 5) for further information about this role.

Key Responsibilities

- Work closely with the Head of Calderstones Programmes and the Calderstones Programme Co-coordinator as well as the central Volunteer recruitment manager to develop a varied programme of structured, high quality volunteer placements, and the training, induction and support required for each role at Calderstones

- Implement, monitor and review a Volunteer Strategy for Calderstones – encouraging and inspiring people to use their existing talents and learn new skills that will contribute to their own wellbeing and that of others
- Work within and seek to improve systems for the recruitment, induction, training, monitoring and regular review of volunteers at Calderstones, ensuring they are in line policies and procedures in the organisation and also with best practice in the sector
- Provide pastoral support to all Calderstones volunteers (100+) in order to resolve any problems or concerns and ensure a meaningful and productive volunteer experience that meets both the volunteer and organisational needs.
- Work closely with the volunteer recruitment manager and operational managers to match volunteers to volunteer roles and to ensure relevant training and induction is provided.
- Manage the resourcing of the ‘front of house’ service on a monthly basis. ‘Front of house’ includes reception, retail and welcome volunteers. Working closely with the Calderstones Operations Site Manager to minimise any disruption in service delivery by maintaining regular communication with the volunteers and managing rota swaps and cancellations.
- Develop and co-ordinate a system to back fill for any gaps on the ‘front of house’ rotas that cannot be filled by volunteers in the first instance. This role will be required to cover any gaps as and when required.
- Maintain regular contact and communication with volunteers at individual and group level including seeking views and feedback on programmes and events, discussing any performance concerns and developing and co-ordinating volunteer events/gatherings.
- Provide advice, guidance and support to supervisors and managers on the involvement and activities of the 100+ volunteers across the site.
- To keep up to date with changes in legislation, policy and practice that relate to volunteers and to ensure that all processes relating to record keeping, data protection, safeguarding, and quality monitoring are consistently applied and in line with best practice in the sector.
- Work with the Evaluation and Monitoring Manager to ensure all aspects of volunteering activity across the project are monitored and evaluated.

Person Specification

Experience	<ul style="list-style-type: none"> • Experience of supporting and developing volunteers with the ability to influence and motivate volunteers in a variety of roles and settings (E). • Experience of dealing with challenging behaviours, distressing situations and vulnerable people (D) • Experience of designing and delivering appropriate induction and training to volunteers (E)
Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills, including well developed listening skills and the ability to empathise with others and view situations from different perspectives (E) • Excellent organisational skills with the ability to manage and prioritise workload and meet deadlines (E) • Good communication skills with the ability to work collaboratively with others to achieve results (E) • Highly motivated with the ability to work independently, use initiative and solve problems creatively (E). • A keen and active learner who is able to bring a human approach to systems and procedures (E).
Knowledge/ Technical Skills	<ul style="list-style-type: none"> • I.T. literate (DMS, Word, Excel, PowerPoint and Outlook) (E) • Knowledge of and application of best practice and procedures relating to the coordination and management of volunteers (D).
Special Circumstances	<ul style="list-style-type: none"> • Flexibility and Adaptability. To be able to work on a rota spanning 0800 to 2000 (Summer months) and 0830 to 1730 (winter months). This includes working weekends and bank holidays and different days each week. The post holder will also be required to fill any gaps on volunteer rotas as and when required (E) • Be able to demonstrate an understanding of the wider work of The Reader Group, and its social values and have a good understanding of the purpose and social mission of The Reader Group (E)

* E = Essential D = Desirable

How to Apply

- Note. Please do not just send in a CV. We will only consider applications that adhere to the following process -
- Visit www.thereader.org.uk and select the 'Get Involved Section' where you will be able to view the full job description, recruitment pack and download an application form. Please complete the application form and submit to kateharrison@thereader.org.uk

Deadline for applications: Monday 5th August 2019, 9am

- NB: applications arriving after 9am will not be considered
- A high volume of applications may make replies to everyone impossible.

Selection Process: If successful at shortlisting you will be invited to attend a panel interview. You may be required to complete a selection task at the interview if this is the case you will be informed of this prior to the interview date.