The Reader

Volunteer Coordinator

VACANCY REFERENCE CODE: 03/2021
Please quote this code on the application form

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

Hours: 35 hours per week, Monday to Friday. Flexible working arrangements will be considered

Duration: Permanent

Salary: £17,000 - £22,000 per annum, pro rata

Location: Calderstones Park, Liverpool, 18

Reporting Lines

- Reports to Volunteer Experience Manager

Key Responsibilities

This role will work closely with the Volunteer Experience Manager to help create and make sure volunteers have a fantastic experience at The Reader. The role will provide support functions on all key administrative and coordination activities in relation to the volunteer journey.

- Assists the Volunteer Experience Manager to deliver a strong and effective Volunteer Service at The Reader
- Work closely with other teams involved in volunteering from Calderstones Operations to Shared Reading Programmes to develop a varied programme of structured, high quality volunteer placements, and the training, induction and support required for all roles
- Process all volunteer applications, assess and consider suitability and highlight any concerns to the Volunteer Experience Manager
- Work with the Monitoring and Evaluation team to ensure that appropriate monitoring data is collected during recruitment
- Work closely with the Volunteer Experience Manager and operational managers to match volunteers to volunteer roles and to ensure relevant training and induction is provided.
- Work within and seek to improve systems for the recruitment, induction, training and monitoring of volunteers
- Be the first point of contact for all volunteer queries regarding getting involved with The Reader
- Process the organisation's volunteer data providing reports and analysis as required
- Ensures all personal files and data are GDPR compliant and efficiently and confidentially stored on the CRM and SharePoint
- Oversees the DBS checking process for all volunteers
- Complete both volunteer references and volunteer reference requests in a timely manner

- Provide all volunteers with the relevant information for training, including course training dates/information and distributing online safeguarding training
- 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

Person specification:

- Experience working with volunteers
- Experience in recruitment of staff or volunteers
- Able to deal with confidential and sensitive information
- Good communication skills with the ability to work collaboratively with others to achieve results
- Excellent IT skills with experience of using a CRM and with the ability to process data and run reports
- Attention to detail
- Manage a variety of tasks
- Highly motivated with the ability to work independently, use initiative and solve problems creatively
- 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

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 laurakershaw@thereader.org.uk

Deadline for applications: Tuesday 26th January 2021, 9am.

NB: applications arriving after **9am** will not be considered

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.