#### **RSBC Job Description**

**Post: Volunteer Coordinator**

**Reports to: People and Facilities Director**

**Direct Reports: None**

**Location: London**

**Our vision**

That no child in the UK should grow up to be poor or lonely just because they are blind.

**Our success depends on our values**

Underpinning all of RSBC’s work are values embedded in trust and excellence.

**TRUST:** Respect & accountability

**ENERGY:** Straight talking & constantly learning

**AMBITION**: Confronting reality & driving results

**MOTIVATION:** Vision Impaired children and young people are our No 1

priority & we look for solutions, not problems

**Job Purpose:**

The Volunteer Coordinator will recruit, induct, deploy, engage and support the management of volunteers across all areas of RSBC to ensure the efficient delivery of our programmes and establishing community networks. The role will provide volunteers with guidance, assistance and support to ensure they have a positive volunteering experience with RSBC, and can act as ambassadors for the Society.

**Key Tasks and Duties:**

* Maintain all aspects of the RSBC’s CRM required in the role, ensuring that it is kept up to date and its functionality is used to its full extent.
* Support all RSBC departments in developing the volunteering roles, including role descriptions based on the needs of programmes and projects
* Establish a volunteering strategy to engage a wide volunteer resource nationally
* Work with volunteer partners nationally to develop a cohort of volunteers, including co-ordinators across England and Wales
* Establish a network of community volunteers in the regions we work in, ensuring that communications are tailored and once engaged, are supported with a range of activities to assist them in raising funds
* Work with the People and Facilities Director to develop recruitment strategies to meet requirements and have responsibility for their implementation
* Work with the People and Facilities Director to develop digital and face-to-face volunteer induction and training programmes delivering that programme, according to delegate needs
* Source a variety of recruitment channels to reach volunteers including portals, social media and traditonal sources.
* Ensure volunteers are appropriately matched and trained and that all references and DBS checks are completed before volunteering activity commences.
* Liaise with all departments especially the Services and Fundraising Teams to ensure requirements are met and that there is an integrated approach to community volunteering
* Offer advice and information to volunteers through face-to-face, telephone and email contact.
* Deal with volunteer expense claims.
* Provide monthly, quarterly, and annual statistics to demonstrate outcomes and the value and impact of the all activities
* Provide regular feedback to volunteers on their performance
* Produce case studies, as required, to demonstrate the role and contribution of volunteers
* Conduct and annual volunteer satisfaction survey to measure how engaged and supported volunteers feel throughout their commitment to the RSBC
* Ensure volunteers feel engaged and supported throughout their commitment to the RSBC
* Work with the People and Facilities Director to celebrate volunteering by nominating volunteers for awards and supporting the annual celebration event.
* Keep up to date with RSBC policies and ensure volunteers are kept up to date with appropriate and relevant legislation
* Manage the volunteer portal on the Society’s intranet and ensure the Volunteer section on the website is up-to-date and engaging
* Ensure that all duties and responsibilities are discharged in accordance with the Society’s Safeguarding, Health & Safety and Equal Opportunities policies.
* Be responsible for promoting and safeguarding the welfare of the Society’s students/beneficiaries and all other children and young people that have contact with the organisation.

# Person Specification

**Qualifications**

Minimum of Level 2 qualification in Maths and English,

or equivalent

# Essential Criteria

1. Passionate about the benefits of volunteering to both volunteers and organisations, and an understanding of the challenges involved in volunteer management
2. Experience of working with and managing volunteer network nationally
3. Awareness of the legal framework and best practice around volunteering
4. Successful track record of engaging and managing volunteers to support a broad range of activities
5. Experience of developing and delivering training and workshops.
6. Excellent administration skills
7. Experience in managing databases and proficient in using MS Excel and database software
8. Good communication skills with the ability to present information clearly in different formats and accurately to a diverse audience.
9. An ability to work both autonomously and as part of a team.
10. Good time management with an ability to manage workloads, set priorities and meet strict deadlines.
11. Ability to be flexible in working hours to meet the needs of the service. This will include regular weekend and occasional evening work for which time off in lieu will be given.
12. Proven ability to recruit, onboard and train volunteers

# Desirable Criteria

1. Experience working with blind and partially sighted children and young people.
2. Understanding of safeguarding issues in relation to working with disabled adults and young people.