

JOB DESCRIPTION

Job Title	Volunteer Coordinator		
Directorate	Planning Localities & Culture		
Reporting to	Volunteer Commissioning Manager		
Grade	12		
Evaluation ref:	AG0931	Job ref:	Family CCT
Role purpose			
<p>The Central Volunteer Team works directly with services to develop and deliver the Somerset Council volunteer framework, enabling services to identify volunteering opportunities, promote them, recruit volunteers safely and support them whilst volunteering. The team also helps services to review volunteering and celebrate it.</p> <p>The Volunteer Co-ordinator supports the Volunteer Commissioning Manager to achieve this, leading on communications, Assemble (the volunteer management system) and other IT solutions which increase productivity. The VCO also gathers and presents data and conducts relevant surveys.</p> <p>The Volunteer Coordinator will work closely with services to identify volunteer needs, develop role descriptions, and create a supportive environment for volunteers.</p>			
Accountabilities			
<p>Provide support to the Volunteer Commissioning Manager on the provision, delivery and monitoring of the Somerset Council Volunteer Framework.</p> <p>Provide support to Managers, Senior Officers and Service Managers and where appropriate partner agencies/contractors in both Commissioning and Operational volunteer activities with regards to identifying, promoting, recruiting, supporting, reviewing and celebrating volunteering, including:</p> <ul style="list-style-type: none"> • Maintaining a volunteer database to facilitate recruitment and management • Supporting the implementation and maintenance of the volunteer management system with a focus on development • Monitoring and reviewing volunteer data • Providing service updates and statistics as required • Assisting services in identifying and promoting volunteer opportunities • Fielding enquiries • Overseeing the recruitment and selection of volunteers and ensuring relevant checks are undertaken • Inducting new volunteers • Ensuring appropriate arrangements, e.g. volunteer agreement and risk assessments, are in place and setting up services with access to appropriate systems • Updating resources for volunteers and services 			

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- Reviewing and updating volunteer checks within required timescales
- Reviewing and evaluating processes and procedures

Adhere to relevant policies and processes, e.g. Safer Recruitment, Safeguarding, Child Protection, DBS and Information Governance.

Work alongside the Communications Team, Recruitment and other council services to promote volunteering across a range of media, including print and ICT. Support and attend promotional events targeted at recruiting volunteers.

Respond to volunteer enquiries, providing an advocate and support role. Help volunteers find the right role for them, including signposting to other possible opportunities in the community and seeking advice and support from support services such as HR and Organisational Development, Health and Safety, Insurance, Information Governance, Recruitment, as appropriate.

Review and co-ordinate the delivery of training to volunteers and managers, appropriate to their needs and the development of services, e.g. update team processes, tools, templates and checklists.

Support the Volunteer Commissioning Manager in evaluating and demonstrating the impact of the Volunteer Service and broader Volunteer Framework, including:

- Liaising with managers and staff to collate, assess and present financial and non-financial information for volunteer performance reporting
- Capturing service/volunteer outcomes and volunteer numbers/activity
- Producing case studies
- Undertaking annual satisfaction survey, focus groups and reviewing volunteer online exit interviews
- Analysing uptake of volunteering opportunities to ensure equal access to opportunities irrespective of age, race or disability

Develop effective working relationships/networks and liaise with senior officers, commissioners, partners and the Voluntary, Community, Faith and Social Enterprise sector to increase and improve the quantity, quality, and diversity of volunteering, including supporting initiatives such as National Volunteers' Week.

Encourage the promotion of opportunities for council staff to undertake employer sponsored volunteering and monitor take-up of the Council's Staff Volunteer Policy.

Deputise where appropriate for the Volunteer Commissioning Manager in attending forums and events locally, regionally and nationally and support the work of the wider Stronger Communities Team.

Contacts and Relationships

Contact with volunteers.

Frequent contact with Service Managers and staff, in giving advice and assistance when responding to queries around volunteering.

Work with dedicated teams, including Communications, Recruitment, Health and Safety, Insurance, to ensure volunteers and services are effectively supported.

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Contact with partner organisations to provide or request information and organise and support meetings.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of volunteer management and recruitment	✓	
Knowledge and awareness of volunteer best practice and quality standards	✓	
Knowledge of safeguarding, safer recruitment, health and safety and data protection implications for volunteers	✓	
Knowledge and understanding of use of data and evidence to demonstrate impact and support policy change and commissioning	✓	
Knowledge and experience of working with the Voluntary, Community, Faith and Social Enterprise sector.		✓
Experience		
Track record of working to and achieving targets	✓	
Track record of managing IT applications	✓	
Proven ability to analyse and prepare detailed reports for managers	✓	
Experience of using volunteer management systems		✓
Able to develop and implement quality assurance processes		✓
Project and change management experience		✓
Experience of working in a large and complex organisation including understanding of local authority commissioning		✓
Qualifications / Registrations / Certifications		
Education qualification to A level or acquired knowledge through substantial experience or a vocational qualification to NVQ levels in a relevant subject matter.	✓	
Evidence of continuous professional development	✓	
Project management qualification		✓
Training qualification		✓
Skills		

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Skilled in marketing and promotion, including the use of social media	✓	
Good influencing and negotiation skills	✓	
Good organisational and coordinating skills	✓	
Good customer service skills to assist and respond to volunteers providing advice and guidance	✓	
Excellent range of ICT skills	✓	
Demonstrable inter-personal and communication skills, both written and verbal, to inform, advise and influence a range of interested parties.	✓	
Tactful and diplomatic, including able to manage emotions and remain calm in difficult or frustrating situations	✓	
Skilled in delivering training and induction of volunteers		✓
Able to challenge the status quo and promote new ways of working and fresh approaches through enthusiastic and informed communication.		✓

Working Conditions

Dimensions of the role

Somerset Council has over 1400 active volunteers supporting operational activity across 20+ services. Volunteer roles support services including Transporting Somerset, Leaving Care, SEND children and young people, young carers, Route 1 Advocacy, displaced people, Early Years, Duke of Edinburgh's Award, School Governors, outdoor services, libraries, Public Health Nursing, Rights of Way, National Landscapes, ecological and environmental services, Adults and Health Services, Emergency Planning, and Democratic Services.

The postholder may be required to support bespoke initiatives managing volunteers and will be responsible for ensuring the safety of volunteers under their supervision and processing any volunteer expenses.

The Stronger Communities team plays an integral role in developing and supporting partnership working across Somerset. As this function relies upon delivery by Commissioners and Operations teams, contractors and partners an appropriate mix of matrix management, strong client management and project management will be needed.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position

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Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 6/2/2025