

Job Application Pack

Volunteering Coordinator



Community Action Bedfordshire

Bossard House

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25 February 2019

Dear Applicant

VOLUNTEERING COORDINATOR VACANCY

Thank you for your interest in this post. We enclose further details, which we hope will enable you to consider making an application for this key role. With this letter you will find:

- Job Description
- Person Specification
- Summary of Terms and Conditions of Employment
- Equal Opportunities and Diversity Policy (Extracts for Job Application Pack)
- Job Application Form
- Equal Opportunities Monitoring Form

You can find out more about the work of Community Action Bedfordshire by visiting our website at www.cabeds.org.uk.

If you would like us to provide any of this information in large print, disc or email, please contact us to discuss your requirements. If you decide to apply for the post application must be made on our application form and delivered to the address shown above or by email to mail@cabeds.org.uk.

CVs will not be accepted.

In making an application please ensure you **specifically address each of the criteria set out in the Person Specification** as these will be used to short list applicants.

Please **return your completed Application Form by 10.00am Monday 1 April 2019**, together with the Equal Opportunities Monitoring Form. Short listed candidates will be advised of the interview arrangements by email. Interviews will take place at the offices of Community Action on, or around, 10 April 2019.

If you are an applicant with a disability and believe there will be a need for us to make reasonable adjustments to the interview arrangements, or in the job if you are successful, advising us of this information when you return your application will help us meet these needs.

We will not routinely acknowledge the receipt of applications. If you would like us to acknowledge receipt, please enclose a stamped addressed envelope or request a read receipt. If you do apply and have not heard from us within three weeks of the closing date you should assume that, on this occasion, you have been unsuccessful. We thank you in advance for your application.

Yours faithfully

A handwritten signature in black ink, appearing to read "John Gelder".

John Gelder
Director





JOB DESCRIPTION

Job Title:	Volunteering Coordinator
Post Holder:	
Team:	Volunteer Centre
Responsible to:	Volunteer Centre Manager
Responsible for:	-
Working Relationships:	Director, Community Engagement Manager, Volunteer Centre Manager, staff and volunteers Members Volunteers and potential volunteers Volunteer-Involving Organisations working in Bedfordshire Job Centre Plus Employment Support Providers Simply Connect Other Volunteer Centres and Local Infrastructure Organisations Volunteer Centres East National Council for Voluntary Organisations Volunteering Team
Organisation Purpose:	To develop, enable, promote and support local voluntary and community action throughout Bedfordshire.
Team Purpose:	To increase access to a known and diverse range of sustainable volunteering opportunities that meet both the needs of the volunteers and local volunteer-involving organisations.
Job Purpose:	To administer the Volunteer Centre's online platform and database of volunteer-involving organisations, local volunteering opportunities and volunteers. To assist with the promotion of local volunteering opportunities; the provision of information, advice and guidance and the recruitment of volunteers; and the development of good practice in volunteer management, working to the Volunteer Centre quality standard.
Key Areas and Functions:	
Making Contact:	Maintaining relationships with voluntary organisations, community groups, public sector agencies and others working with volunteers, as appropriate.

Making Contact:
(continued)

Helping to maintain relationships, and regular contact, with Volunteer Managers so that they feel valued and supported through their induction and in their role.

Organising and supporting opportunities for (potential) volunteers, Volunteer Managers and/or volunteer-involving organisations to network.

Planning, organising and attending, as appropriate, training workshops, conferences, seminars, networking events and meetings concerned with local volunteering activity.

Recording and tracking service users' progression into volunteering (and other pathways, as appropriate).

Obtaining and collating feedback from volunteers about their involvement with, and our delivery of, services, the outcomes achieved and the impact of our work.

Data Management:

Administering the Volunteer Centre's manual and computerised information management systems, including an online platform and database of volunteer-involving organisations, local volunteering opportunities and volunteers.

Maintaining all volunteer and volunteer-involving organisation records in accordance with our data processing requirements.

Maintaining and checking volunteer and volunteer-involving organisation data, and volunteering opportunities, to the Volunteer Connect Management Information System.

Dealing with on-line registrations from potential volunteers and volunteer-involving organisations through the Volunteer Connect Management Information System.

Marketing:

Actively promoting volunteering and local volunteering opportunities to potential volunteers living or working in Bedfordshire.

Helping to promote volunteering and good volunteer management through outreach work, public events, campaigns, awards, displays, meetings, information and advice.

Preparing social media content and articles for the local press, newsletters, resource material and case studies to support and encourage volunteering and good volunteer management.

Managing the provision of display material, leaflets and other literature of interest to visitors, voluntary organisations and community groups.

Volunteer Recruitment:

Dealing with enquiries from, and providing information and advice to, (potential) volunteers.

Helping (potential) volunteers to access our online Volunteer Connect database and facilitating introductions between volunteers and volunteer-involving organisations.

**Volunteering
Development:**

Assisting volunteer-involving organisations to identify, develop and update new and existing volunteering opportunities.

Helping Volunteer Managers to access our online Volunteer Connect database and to utilise it as a tool for managing their opportunities and recruiting volunteers.

Assisting with the provision of information, advice and technical assistance to volunteer-involving organisations on the development of their volunteering policies, procedures and activities, and good practice in volunteer recruitment, development and management.

General:

Supporting the development of Community Action: Bedfordshire as an organisation that is fully committed to social justice, equality of opportunity and the elimination of all forms of discrimination.

Promoting and implementing arrangements for safeguarding the welfare of children, young people and vulnerable adults.

Supporting the development of Community Action: Bedfordshire as an organisation that is fully committed to sustainable development and assessing the environmental impact of community action.

Contributing to the formulation and implementation of business plans, strategies, work programmes and quality standards for Community Action Bedfordshire.

Recording, monitoring, evaluating and reporting (in any required format) on the activities and services of Community Action: Bedfordshire.

Informing own practice and professional development through being informed about key issues, reading, networking, training and examining the policy and practice of initiatives in Bedfordshire and elsewhere.

Undertaking other tasks and responsibilities appropriate to the role and/or that enable the organisation to deliver more flexible services.

PERSON SPECIFICATION – VOLUNTEERING COORDINATOR

SKILLS AND ABILITIES (WITH RELEVANT EXPERIENCE)	Essential/ Desirable
Good organisational skills	E
Good interpersonal skills, with experience of engaging with people of all ages, abilities and backgrounds	E
Good written communication skills (including ability to produce articles)	E
Ability to work on own initiative, organise own workload and manage time	E
Ability to work flexibly and as part of a team	E
Ability to use ICT effectively, including social media, word processing, data bases and the ability to assist others to set up/manage their own online accounts (e.g. Volunteer Connect)	E
Information, advice and guidance skills with experience of providing these to clients (including an assessment of their skills, knowledge & experience)	D
KNOWLEDGE AND UNDERSTANDING OF	
the principles of good practice in volunteer recruitment, support and management	D
preparing effective volunteer role and opportunity descriptions	D
the benefits of volunteering to different groups of people	D
ADDITIONAL EXPERIENCE OF	
administering databases and CRM Systems	E
dealing with customers or clients face to face and by phone	E
working and/or volunteering in a voluntary and community organisation	D
OTHER ATTRIBUTES	
Educational attainment to GCSE or similar demonstrable level of ability	E
CLAIT, NVQ in administration or other relevant qualification	D
Level 3 Certificate in Advice and Guidance	D
An enthusiasm to promote volunteering to others	E
Ability and willingness to travel throughout Bedfordshire using own private vehicle	E
Commitment to equal opportunity issues and practice	E
Commitment to the purpose and values of Community Action Bedfordshire	E

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Job Title:	Volunteering Coordinator
Grade:	3
Term:	Permanent.
Hours:	24-30 hours per week, with occasional evening and week-end working by arrangement. There is flexi-time working outside of the core hours of 9.30am – 3.30pm.
Salary:	£19,945 per annum pro-rata. Annual cost of living salary increases are usually payable from April. Salaries are paid monthly, by credit transfer, on or before the 27 th of each month.
Travel Expenses:	Travel expenses and a mileage allowance will be paid at the agreed rate.
Pension Payments:	Group Pension Scheme with a 3% employer contribution matched by an employee contribution of 4% from April 2019. Employee is auto-enrolled into scheme upon commencement.
Sickness Payments:	One week's pay during the first six months of service, increasing thereafter to four weeks at full pay and a further two weeks at half pay. After two years' service, entitlement increases to eight weeks at full pay and a further four weeks at half pay in any consecutive 12 months.
Location:	The post is based at the offices of Community Action Bedfordshire, situated at Bossard House in Leighton Buzzard, where a staff car park is available. The post holder is expected to undertake occasional travel to support networking and training events and attend meetings with local volunteer involving organisations throughout Bedfordshire, travelling by own private transport.
Probationary Period:	The appointment is subject to a three month probationary period, though this may be extended if more time is needed to assess suitability for employment, after which there will be a probation appraisal before the appointment is confirmed.
Notice Period:	After appointment is confirmed, one month's notice in writing by employer or employee.
Annual Leave:	25 days holiday per annum (pro rata) and public holidays plus five days volunteering leave matched with annual leave (pro rata).
Continuing Professional Development:	All staff are encouraged and required to participate in relevant training to develop their skills and contribute to the development of Community Action Bedfordshire.

EQUALITY AND DIVERSITY POLICY *EXTRACTS FOR JOB APPLICATION PACK*

General Policy Statement

Voluntary and Community Action recognises that Central Bedfordshire is socially and culturally diverse and believes its work is enriched by the varying qualities and experience brought by people from Central Bedfordshire's communities to the voluntary and community sector, their organisations and their work as trustees, employees or volunteers. This diversity is recognised, respected and valued.

Voluntary and Community Action seeks to ensure that its work programme, services and advocacy reflects the perspectives of, and that its staff and trustee composition is representative of, Central Bedfordshire's communities. Where under representation is identified every effort will be made to attract, encourage and support participation and application by that sector of the community.

Voluntary and Community Action is aware of individual, institutional and cultural discrimination, which can be direct and indirect, through lack of awareness, stereotyping, prejudice, victimisation, harassment, marginalisation, exclusion or oppression, and of the impact this has on discriminated groups or individuals.

Voluntary and Community Action, and all projects managed by it, is fully committed to social justice, equality of opportunity and the elimination of all forms of discrimination as a fundamental principle of its work. It seeks to prevent discrimination and promote equality of opportunity in the provision of services, in its employment practices, and in its dealings with individuals, members, clients, volunteers, groups and organisations. It is committed to ensuring that no individual or group of people is less favourably treated or denied opportunities because of their background, including:

- Colour, 'race' and ethnic or cultural origin
- nationality (or statelessness)
- religion, faith or belief *
- social or economic background
- locality
- gender
- sexuality
- age
- disability or recovery from mental illness
- employment status
- marital status
- caring responsibilities
- HIV status
- unrelated criminal conviction
- association with others who experience the above

* Voluntary and Community Action will discriminate on the grounds a person's belief where this is contrary to the values of the organisation, as expressed in this policy.

Voluntary and Community Action will work to achieve policies and practices which ensure that both existing and potential employees, trustees and volunteers are positively encouraged and that all individuals have their needs considered and, wherever practically appropriate, support needs provided. It will also work to achieve equality of opportunity for the people and organisations it exists to serve.

Voluntary and Community Action demonstrates its commitment to this policy by adopting a code of practice, which gives guidance on employment practice, service provision and the work of the organisation.

Employment

- Within the framework of employment law and this policy Voluntary and Community Action works to ensure equal opportunity in all areas of employment including recruitment and selection, training and development, promotion, conditions and benefits of service, employment procedures, health and safety, and cessation of employment. In particular it aims to ensure there is no unfair discrimination in employment practices.

- The role of Voluntary and Community Action is to provide effective services to the voluntary and community sector in Central Bedfordshire and therefore recruits and develops staff on the basis of their suitability for this role. All employees and applicants for employment will therefore be treated according to their relevant merits and abilities in delivering these services.
- The conditions of service offered to part-time employees will be comparable to those offered to full-time employees.
- As far as is practicable within the constraints of providing a service to our members/clients, flexible working arrangements (e.g. part-time work, job share, hours of work, time off work) will be considered across all types of jobs to meet individual requirements.

Recruitment and Selection

- Job descriptions and person specifications will be produced, provided to potential applicants and used throughout the recruitment and selection process as objective criteria for measuring applicants' relevant aptitudes, potential, skills, knowledge and experience.
- Except where there is a need to re-deploy existing staff or there is a Genuine Occupational Qualification, all jobs are open to those with the relevant skills, knowledge and experience.
- Application forms should not provide the potential to discriminate at the point of application, by revealing details of age, disability, nationality or ethnic origin, gender, marital status, dependants, religion or sexuality.
- Recruitment monitoring forms will be used for all vacancies to collect data on the ethnic origin, age, gender and disability status of applicants. Such data will be kept separately and used for monitoring purposes only.
- Due regard shall be paid to the gender and cultural bias of any panel and the effect that it may have on short listing and interview proceedings.
- Staff, trustees and others involved in recruitment and selection will be encouraged to undertake training on, and will receive written guidelines covering, equality and diversity issues in interview preparation, questioning techniques, systematic assessment and decision-making.
- Short listing and interview assessment forms based on the Person Specification should be completed by all panel members for all candidates and retained on file. Voluntary and Community Action should be able to justify any decision made through written documentation.

Complaints

- Voluntary and Community Action will ensure that all alleged incidents of discrimination or harassment are taken seriously, handled sensitively, investigated and resolved through its Complaints Procedure and/or Disciplinary Procedures, as appropriate.
- The Complaints Procedure provides for complaints to be dealt with, in the first instance, by the member of staff directly involved and then, if not satisfactorily resolved, by the Director and, in the final instance, by the Trustee Board. Any serious complaint must be brought to the attention of the Director who will raise the matter with the Chairperson.

Full copies of the Equality and Diversity Policy will be provided to staff upon appointment and are available to potential applicants upon request.