



Job description

Job title:	Volunteer Coordinator
Location:	Carers Trust, Unit 101, 164-180 Union Street, London SE1 0LH
Responsible to:	Senior Corporate Fundraising Manager
Salary:	£22,746 (pro rata) plus Inner London Weighting (£3000) pro rata.
Contract:	Fixed term contract until September 30 th 2021
Hours:	Part-time, 21 hours per week (3 days)
Annual leave:	26 days plus 11.5 bank holidays and office closure days (pro rata)

Introduction

In October 2018, Carers Trust launched an exciting 3-year-partnership with The Quilter Foundation, which has ambitious aims to raise over £1.5 million through Quilter Plc employee fundraising and donations from the foundation. The partnership is funding programmes for young adult carers aged 16-25, with a focus on improved health and wellbeing outcomes.

As part of the partnership, an employee volunteering programme was launched to engage employees and benefit young adult carers. A portfolio of opportunities – including public speaking and employability workshops – has been developed and positive pilot activities have taken place in the first few months of the partnership, leaving the new Volunteer Coordinator with a strong foundation to build on.

This role is responsible for managing the Quilter employee volunteer programme, enabling some of their 4,000+ employees to undertake volunteering activities to benefit young adult carers and carers services. This role is crucial in getting employees to engage with the partnership and reach its ambitious fundraising targets.

While sitting within the corporate fundraising team, this role will work closely with all parts of the organisation, from the Network Support Team to young carers project teams – in order to identify and develop suitable volunteering opportunities.

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870).
Registered as a company limited by guarantee in England and Wales No. 7697170.
Registered office: 32-36 Loman Street, London, SE1 0EH
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Main aims of the post

To manage the Quilter employee volunteer programme. This role will include:

- Identifying volunteering opportunities at Carers Trust and our partner carer organisations.
 - Working with corporate partner to match volunteers to available opportunities.
 - Managing the organisation and execution of volunteering activities, including skills workshops for young adult carers.
 - Recording volunteering completed and gathering feedback and evidence of successful volunteering.
 - Promoting the Quilter volunteering programme internally and externally.
 - Facilitating and monitoring relationships between Quilter offices and their local carers services.
 - Developing and launching new volunteering opportunities, including a mentoring programme.
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Scope and accountability

The post holder:

- will be supported by the Senior Corporate Fundraising Manager and Senior Corporate Fundraising Executive as part of the Quilter Account Management team.
- will have lead responsibility for managing corporate volunteering and delivering agreed objectives.
- is expected to work closely with colleagues across the organisation to identify volunteer opportunities for Quilter Plc.

Areas of Responsibility

1. To identify corporate volunteering opportunities across the UK, and to support with the development of a portfolio of new opportunities based on volunteers' skills and availability.
2. To keep accurate records of volunteering opportunities and engagement between local carers services and corporate supporters. Ensuring that all data, spreadsheets and databases remain accurate to enable reporting and a quick match for potential volunteers.
3. To match volunteers to the volunteering opportunities available at Network Partners or at Carers Trust and provide the introduction and facilitation.
4. To ensure that there is appropriate support for volunteers, liaising with local services or Carers Trust staff to put that in place. To follow good practice volunteer guidelines, data protection and safeguarding policies.
5. To monitor volunteer satisfaction and gather stories from volunteer activities and to promote volunteering activities through internal and external communication channels.
6. To build on the existing portfolio of volunteering opportunities (skills workshops for young adult carers) and develop and manage new opportunities, including a mentoring programme.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Carers Trust.
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Carers Trust quality evaluation tools along with any other standards set by Carers Trust.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- To undertake any other duties that may be considered commensurate with the level of the post.
- To act as ambassador for Carers Trust, protecting and promoting its good name and reputation at all times.

Person specification

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of managing or working with volunteers. • Proven experience of working with external stakeholders. • Experience in administration tasks. • Experience of working in, or knowledge of the voluntary sector. 	<ul style="list-style-type: none"> • Experience of working on employee volunteer programme. • Experience of identifying and matching volunteers to volunteer opportunities. • Experience of working on a mentoring programme.
<p>Skills and abilities</p> <ul style="list-style-type: none"> • IT literate, including MS Office. • Ability to maintain appropriate administrative systems. • Ability to be self-motivated and use initiative to help the team to achieve great things. • Ability to effectively plan and prioritise a varied workload, and to undertake multiple tasks concurrently. • Good problem-solving skills. • Excellent communication skills, both verbal and written. 	<ul style="list-style-type: none"> • Ability to use Microsoft Dynamics, Raisers Edge or another CRM database. • Confident using social media: particularly Facebook & Twitter.
<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge and understanding of data protection. • Knowledge and understanding of safeguarding procedures. 	<ul style="list-style-type: none"> • Knowledge of carers issues. • Knowledge of volunteer protocols & requirements e.g. DBS checks.