

## Job description

### **Volunteer Co-ordinator**

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#### **Qualifications and Experience:**

The post requires experience in understanding people, planning, organising and implementation skills. Experience in customer facing role and operational leadership is desirable.

#### **Accountability and Responsibilities:**

The overall purpose of our activities is to Inspire, Education and Empower people to take action to achieve Sustainable Rural Living. The Volunteer Co-ordinator will be responsible to General Manager, or a delegated person, nominated and agreed by the Fyne Futures Board. The role will support achievement of Bute Dignity in All Work project goals with responsibilities for the day to day delivery of programme plan. The Volunteer Co-ordinator will work with Marketing & Sales Leader to ensure that community engagement messages are implemented effectively. The Volunteer Co-ordinator will work Finance & Business Administrator to ensure that Bute Dignity in All Work reports for funders provide clear data from monitoring and evaluating the programme and that the budget is accounted for. The Volunteer Co-ordinator will work with Operational Leaders where volunteers transition into the employability programme.

#### **Main Objectives of Post**

- To undertake development opportunities that build knowledge, skills and behaviours ensuring volunteer experience is inclusive, supportive and enjoyable.
- To provide effective leadership and support for all volunteers.
- To implement the action plan
- To maintain monitors on participation levels, volunteers .
- To plan, communicate and implement an annual operational plan
- To ensure compliance of Fyne Futures policies and processes

The main job activities are as follows:

- Attend learning events at Volunteer Scotland and commit to undertake free online learning events
- Review volunteer policy and other existing systems and processes in relation to volunteers – make recommendations on any changes
  - GDPR and contact arrangements
  - Risk Assessments
  - Training materials
- Create volunteer role descriptions in line with project outputs and outcomes
- Create volunteer agreements
- Outline a positive induction
- Create information pack
- To plan, organise and deliver a programme of activities and events:
  - Incredible Edible Volunteer Programme
    - Horticultural work parties
    - Food sharing events
  - Making Things Last programme
- To ensure that all resources provided are used effectively and efficiently

- To update, maintain, review and evaluate management monitors for improved effective and efficient ways of working
- To support and implement community engagement activity
- To support annual budget process, and financial by providing sales and operational costs data
- To carry out other such duties and responsibilities as may be required from time to time by the line manager.

## **Person Specification:**

### ***Essential skills and experience:***

- Be IT literate
- Be capable of meeting customer expectation and responding to identified needs
- Able to build and sustain rapport with key stakeholders
- Have strong competency skills in
  - Showing initiative that improves customer care
  - Problem solving for business effectiveness
  - Leading teams that improves performance

### ***Desirable skills:***

- Have a full, current and clean driving licence
- Experience of social media within a business context
- Financial planning and strategy
- People management
- Policy and process development to improve customer service

### ***Personal qualities:***

- Be committed to the social and community objectives of Fyne Futures Ltd
- Be a good communicator and get on well with others
- Be able to deal with the public in a sensitive manner
- Possess the ability to work unsupervised and use own initiative
- Possess good organisational skills
- Be capable of working in a team situation
- Possess a positive attitude to disadvantaged and vulnerable members of society
- Possess a desire and have the ability to promote environmental awareness with respect to low carbon living
- Possess a friendly and enthusiastic disposition

## **Hours:**

18 hours over a 7 day period – this is a flexible roll to support planned volunteer events and activities  
You will be required to work Public and Bank holidays with the exception of Christmas Day, Boxing Day and New Year's Day, 2<sup>nd</sup> January.

## **Salary:**

£19,047 per annum, paid monthly (normal working hours 35 hours per week) pro-rata for 18 hours  
Fixed term contract until 31<sup>st</sup> March 2022

## **Holiday:**

37 days per year including statutory entitlement (pro-rata)

## **Pension:** Contributory