



ROLE PROFILE

Post: Volunteer Co-ordinator

Hours: Part-time; 17.5hrs per week

The nature of this role will require working flexibly, including occasional evening / weekend working.

Salary: £27,671 FTE (pro-rata)

Location: Carlisle Youth Zone (CYZ)

Main Purpose:

The Volunteer Co-ordinator role will make a key contribution to CYZ's mission by designing and delivering a volunteer engagement plan that ensures volunteering with CYZ is meaningful, engaging and well supported. Working closely with the delivery team and listening to young people, the role will match opportunities that enhance, expand and strengthen our youth offer for young people with volunteers skills, interests and experiences. Volunteering with CYZ includes opportunities to contribute regularly over the long-term, within defined time focused projects / residencies, and/or through support for adhoc activities and events.

Main duties:

- **Attract a diverse range of volunteers** through inspiring promotion of opportunities, proactive outreach and engagement activity and clear communication of role descriptions
- **Ensure robust recruitment and seamless onboarding** through efficient and responsive communication pathways, managing the interview, vetting and due diligence processes, and timely induction and team introductions
- **Co-ordinate training, support and development opportunities** by identifying training needs, delivering role-specific training, signposting to network and sector opportunities and facilitating individual and team support sessions
- **Oversee and deliver a strong volunteer retention strategy** through activity which recognises and includes volunteers as integral parts of TeamCYZ, matching individual interests, skills and experience with suitable opportunities, and communicating the difference being made with young people
- **Fulfil administration functions** by acting as the primary point of contact, overseeing volunteer databases, maintaining records and conducting safety and risk assessments as required
- **Contribute to impact reporting and evaluations** by producing activity reports, tracking volunteer retention, implementing pulse feedback surveys and measures which capture the impact of volunteering at and by CYZ

PERSON SPECIFICATION:

Attribute	Criteria
Knowledge & Experience	Experience in project co-ordination, ideally with or including volunteers as a focus
	Experience of overseeing the work and contribution of others, ideally within a youth / community based context
	Experience of designing and delivering training and development programmes (essential)
	Experience in producing high-quality communications; presentations, promotional materials, newsletters (essential)
	Experience of using analytics and feedback (quantitative and qualitative) to monitor engagement and maximise impact (desirable)
	Knowledge of safeguarding and health and safety requirements of working within a youth and community setting (essential)
	Knowledge of HR processes including recruitment, onboarding, induction, support, supervision, rota planning (essential)
Skills & Abilities	Ability to build strong relationships and work collaboratively with a range of people, teams and stakeholders.
	Strong communication skills, with the ability to inspire, enthuse and motivate people as part of a mission driven organisation
	Excellent organisational skills with the ability to handle a varied workload, react quickly, meet deadlines and prioritise tasks.
	Ability to think creatively and identify and implement solutions to challenges which present
	Good digital skills and capabilities, with confidence in using a range of tools
Personal Qualities	A passion for the vision and mission of the charity.
	A team player, able to work effectively across the team and aligned to CYZ's One Team approach, where every role and contribution is valued
	Non-judgemental and inclusive approach to work including maintaining ethical standards
	A flexible attitude to work and a willingness to contribute to a variety of duties to ensure the efficient and effective running of our charity

This post requires us to complete an Enhanced DBS check with a Children's Barred List check.