

## **Volunteer and Community Engagement Co-ordinator**

### **Job description**

**35 Hours per week – to be worked flexibly**

**The post is based in Forres Town Hall, Forres**

**12 month post, extension subject to funding**

**Probationary Period of 3 months**

Immediate start available



**Responsible to:** Development Manager

**Salary:** £26,026 plus pension

### **Post Aim**

Forres Area Community Trust is the anchor organisation for the Forres area (across the Forres Academy Catchment area). We work in partnership with a range of organisations and agencies to deliver services and activities that make the Forres Area a better place to live, work and visit. The aim of this post is to develop and co-ordinate volunteering across the area as well as engage in activities that develop our work and increase community engagement locally. This post will build on previous work and enable us to develop and improve services within the Forres area, supporting FACT towards sustainability. Joining our small, but highly motivated team of staff you will work with colleagues, the board and others to recruit, train, motivate and retain volunteers and contribute to the delivery of our services in the Forres area.

### **Project Activity**

- To work with the FACT team to develop opportunities for volunteering for FACT activities, Forres Town Hall and across the area including the development of the Forres Area Volunteer Pool
- Work within the Volunteering For All framework to ensure best practice including safeguarding is followed and maintained
- Deal promptly and professionally with all enquiries relating to volunteering to ensure positive outcomes for the volunteers, and the charity
- Conduct PVG checks on volunteers if applicable as part of the recruitment process
- Provide excellent and appropriate communication, support and information to volunteers
- To assist in the development of funding applications and project plans
- Keep accurate records, handle administration, monitor and evaluate programme delivery and produce information for reports to funders and stakeholders as required
- Develop and consolidate existing and new partnerships with key organisations, encourage partnership working and accelerate social and economic regeneration through coordinated investment and activity
- To maintain good working relationships with local groups and with staff from public, voluntary and private sector organisations
- Undertake appropriate engagement activity within the Forres area including community consultations using a range of methods and approaches both for FACT and other organisations as appropriate
- Develop the capacity for enterprising activity in line with FACT's strategic direction and support the Development Manager in delivering the strategic plan

## **Skills and Experience**

- Relevant experience and knowledge of working with, managing and motivating volunteers in the third sector
- Ideally, experience of collaborative working and the ability to motivate others
- Experience of recruiting, training and supporting volunteers
- Excellent oral and written communication skills. Ideally educated to at least degree level
- Able to demonstrate an organised, calm and compassionate approach
- Ability to plan, prioritise and deliver to tight timescales, sometimes under pressure
- Some counselling/listening skills experience and skills would be helpful
- Good basic IT skills, and prepared to learn new skills and to embrace and harness new technology

## **Person Specification**

### **Essential**

- Excellent communication skills and an approachable manner
- Experience of working with and supporting people including volunteers
- Ability to work as part of a team and on own initiative
- Cooperative attitude
- Excellent Time Management Skills and the ability to deliver reports and applications on time
- Proven ability to project manage a volunteer project
- Ability to prepare and present evidence and information clearly with competency in customer relationship management systems, word processing and spreadsheets
- Knowledge and experience in using social media for marketing purposes
- Ability to manage workload and contribute to other projects when necessary
- The post holder will be expected to attend occasional meetings, events and activities held in the evening and at weekends
- Excellent ability to prepare and write reports, policies and undertake the necessary administration to deliver the outcomes of our work
- The ability to travel across the area as necessary

### **Desirable**

- Familiarity with 3<sup>rd</sup> sector organisations
- Knowledge of local Forres community and organisations in the area

## **Key Tasks**

- Assesses organisational and programme needs to determine number and range of volunteers needed for particular projects
- Consult with colleagues to create descriptions for all volunteer positions
- Manage volunteer recruitment and hiring process by advertising for available volunteer positions, interviewing candidates, and matching them with appropriate roles
- Prepare orientation materials for new volunteers, including handbooks, programmes, and kits
- Create and distribute information regarding volunteer policies and procedures
- Monitor and support volunteers during their appointments to retain or replace candidates
- Meet with volunteers to assess their progress, engagement and satisfaction, as well as to conduct performance evaluations or skills audits
- Maintain and prepare information for the development of the Volunteer Friendly Award
- Support and represent FACT and the Development Manager on key pieces of development and engagement work as required
- Undertake community consultations and community engagement activities as required