



VOLUNTARY ACTION WALTHAM FOREST

Job Description

- Title:** Volunteering Development Officer (Part-time)
- Grade:** Salary £30,391 (pro-rata inclusive of OLW) + pension (6%)
- Hours of work:** 21 hours per week
- Terms:** Fixed term contract until 31st March 2011, renewal subject to further funding
- Responsible to:** The Chief Officer
- Responsible for:** Volunteers supporting the volunteering development service

Line Management

Responsibilities: This post currently carries no line management responsibilities

Purpose of the post

- Developing volunteering in Waltham Forest by working with local volunteer involving organisations to develop and promote more good quality volunteering opportunities and to recruit and match volunteers with appropriate local opportunities.
- Plan and support activities to increase local volunteering and promote good practice (including training) in working with volunteers

Key tasks

1. Brokering

To develop and deliver a brokerage service that will:

- a. Advertise for and support recruitment of volunteers
- b. Effectively manage and respond to all volunteering enquiries
- c. Recruit volunteer involving organisations and advertise their volunteering opportunities
- d. Maintain a central database of volunteering opportunities
- e. Provide information, support and referrals, including interviews and introductory workshops to match and place volunteers with appropriate volunteering opportunities
- f. Work with other 3rd sector and statutory agencies to widen volunteering opportunities

2. Profile raising and partnership work

- a. Organising outreach and promotional activities, particularly to target communities and meet identified gaps
- b. Keep up to date with legislation, practice and initiatives affecting volunteering, and raise and maintain awareness of support and activities offered through national and regional volunteering agencies
- c. To attend all Marketing Committee meetings as required, contributing to the promotion and marketing of the volunteering service.

- d. To liaise as necessary (internally and externally) with the media and other agencies in the community, including voluntary, statutory and business organisations, in order to promote volunteering in Waltham Forest
 - e. To attend and service (and chairing occasionally) meetings, including volunteering partnership meetings, and training courses as required, including monthly supervision meetings.
3. Good practice support
- a. To work with other staff in developing, and delivering, appropriate training, resources and support to improve good practice in volunteer recruitment and management
4. Administration, Monitoring and reporting
- a. To recruit and manage volunteers to support the development and delivery of the service
 - b. To review all Volunteer Policies and procedures on a regular basis and amend appropriately.
 - c. To ensure effective monitoring of all aspects of the service, including following up referrals and placements to identify outcomes and analysing service use to identify gaps in reaching target groups and communities
 - d. To provide verbal and written reports as may be required by the Chief Executive Officer and the Board of Trustees.

General Duties

- a. To establish and agree a yearly work plan
- b. Participate in the organisation of VAWF's conferences, seminars, workshops, and staff supervision sessions
- c. Be committed to the work of VAWF and to promote and participate in team working.
- d. To work in accordance with the organisation's policies and procedures.
- e. To be administratively self-servicing with the help of computerised systems.
- f. To attend to all correspondence relevant to the post.
- g. To occasionally work unsocial hours, claiming time off in lieu as necessary.
- h. To attend training courses as identified and deemed appropriate.
- i. To undertake occasional duties as requested by the Director, or line manager, commensurate with the responsibilities of the post.

Person Specification Volunteering Development Officer	Criteria Tested At			Essential / Desirable
	Application	Interview	Test/ Presentation	
Skills and abilities				
Highly developed negotiation and verbal and written communication skills, including telephone skills and writing minutes/ reports.	✓	✓	✓	E
Ability to support and motivate within a team structure	✓	✓		E
Ability to maintain, extract and analyse appropriate monitoring data	✓		✓	E
Ability to take a strategic approach and implement ideas	✓	✓		E
Competent with software programmes such as Microsoft Word, Excel, Outlook, as well as volunteer brokerage packages.	✓	✓		E
Ability to work with people from a variety of backgrounds, and levels of understanding about volunteering	✓	✓		E
Ability to facilitate partnership working between a range of groups and partners/ stakeholders with different, and possibly competing, interests	✓	✓		E
Ability to prioritise, meet deadlines and work well under pressure.	✓	✓	✓	E
Able to work flexible hours.	✓			E
Ability to be self-administering, work on own and as a member of a team.	✓			E
Ability to use initiative and work creatively and flexibly to achieve the objectives.	✓			E
Knowledge and understanding				
Understanding of good practice requirements for effective recruitment and management of volunteers	✓	✓	✓	E
Understanding and commitment to the aims of VAWF	✓			E
An understanding of Equal Opportunities and how it applies to the work of a voluntary organisation	✓	✓	✓	E
An understanding of the needs and value of voluntary and community sector in an inner city, multicultural community.	✓	✓	✓	E
Commitment to promotion of local volunteering and understanding its role in strengthening local communities	✓	✓	✓	E

Understanding of barriers to volunteering experienced by some groups and individuals and ability to develop services accessible to all	✓	✓	✓	E
Experience and qualifications				
Good general level of education, at least to a degree level	✓			E
Experience of recruiting, managing and supervising volunteers	✓	✓	✓	E
Experience of developing support systems for volunteering	✓	✓		D
Experience of facilitating and managing meetings and organising events and training.	✓	✓		E
Demonstrable experience of delivering training	✓	✓	✓	E
Experience of working face to face and communicating with members of the public	✓	✓	✓	E
Experience of working with volunteers in different settings	✓			D
Experience of the voluntary sector	✓			D
Experience of fundraising	✓	✓		D