



## **JOB PROFILE**

### **POST IDENTIFICATION**

Volunteer Coordinator

### **REPORTS TO**

Volunteer and Engagement Manager

### **JOB PURPOSE**

Day to day administration support for all aspects of Volunteering and the Fundraising & Engagement team at Sensory Services by Sight for Surrey

### **PRINCIPAL ACCOUNTABILITIES**

- Manage our Volunteer Drivers and book in all appointments, mainly via telephone, on a daily basis
- Manage day to day administration of volunteers including recruitment and support of volunteers (expenses, DBS checks, car insurance renewals, database entries, logging volunteer hours, running monthly reports as needed)
- Hold regular recruitment drives across the county to help build our volunteer numbers and attend externally organised volunteer fairs throughout the year.
- Supervise volunteers with regular contact via telephone and email
- Assist with induction training
- Assist with monitoring reports from database and highlighting case studies for the communications team
- Develop and help support recognition systems for volunteers. (Thank you cards, birthday cards, coffee mornings, long service cards and support annual Volunteer Celebration)
- Provide ID badges and relevant information for volunteers
- Other administrative tasks as advised by the wider team

## **WORK CONTEXT**

This is a part-time post based at Head office with regular travel across the county. At Sensory Services by Sight for Surrey our aim is to ensure that every volunteer who gives up their time to support us feels valued and appreciated. We are looking for a person who is passionate about volunteering and a highly organised administrator with excellent communication and IT skills. We have a strong track record of working with volunteers; being awarded the Queen's Award for Voluntary Service in 2022 and currently have over 140 people volunteering with us in a variety of roles. We are ambitious in our plans and wish to increase our volunteer numbers over the next five years.

This role is countywide; therefore an ability to travel across the county independently is essential.

Sensory Services by Sight for Surrey constantly needs to reassess its priorities in line with a changing funding environment and the needs identified by its members and service users. These factors are crucial to our survival and need careful attention. In order for Sensory Services by Sight for Surrey to successfully manage these pressures there is a need for all staff to be flexible and work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

## **COMPETENCIES REQUIRED**

### **Strategic/Operational Management**

Understanding the objectives in our strategy and how their work contributes to the success of Sensory Services by Sight for Surrey and its mission.

### **Making things happen**

Achieving agreed goals and targets and be proactive in the role. Managing own time and available resources effectively. Collaborating with others to make things happen.

### **Communication**

Communicating verbal and written information to the right people in a positive, accessible, timely and clear manner. Listening actively, demonstrating an understanding of communications received and responding to them appropriately. Listening to the other person's point of view.

### **Developing Others/Team Development**

Sharing their knowledge and skills with others. Supporting others in their development and contributing positively to team development.

## **Managing Change/Embracing Change**

Seeking to continuously improve their own performance. Suggesting where improvements in service could be made. Open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their manager, where appropriate.

## **Personal Impact**

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the opinion and expertise of others.

## **Customer Focus**

Building good professional relationships with colleagues and volunteers. Endeavouring to understand volunteer's aspirations and being responsive to their needs and expectations.

## **Use of IT**

Using relevant technology proactively and effectively to do their job and support others through guidance and training.

## **Knowledge, Skills and Qualifications:**

- Experience of working with volunteers or personal experience of volunteering
- Proficient in MS Office and confident using a database
- Strong communication skills – verbal and written
- Excellent interpersonal skills
- Able to champion the role and contribution of volunteers to both internal and external partners
- Excellent administrative and organisational skills
- Able to work under pressure
- Ability to work both independently and as part of a team
- Able to travel extensively across Surrey