

Volunteer Coordinator (part-time) Job Pack



Releasing potential in community

Dear Candidate,

My name is Clare Richards and I am the Chief Executive of The ClementJames Centre, an award winning charity that provides programmes to address underachievement and social exclusion. We support over 2,900 children, young people and adults each year, most at risk of failing to meet their potential to go onto further education or employment, due to disadvantage. Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through four key programmes:

- **Employment Support** - Helping people to gain meaningful and sustainable employment. We offer tailored advice and support, mentoring and work skills activities.
- **Children & Young People's Education** - Helping young people to learn, flourish and achieve their potential. We provide academic support, mentoring, intensive literacy and numeracy support and aspirational activities.
- **Adult Learning** - Supporting adults to improve their English, Maths and ICT skills. We offer a wide range of Functional Skills courses and intensive literacy and numeracy support.
- **Wellbeing & Support** - Empowering people to overcome barriers and challenges and to engage with their own wellbeing. We do this through the provision of information, advice and guidance, and wellbeing support and activities.

The charity is situated in North Kensington, adjacent to Grenfell Tower, and many of our centre users were directly and indirectly affected by the tragedy. Because of its long history of community service over several decades, local people instinctively identified The ClementJames Centre as a place where they could find practical and compassionate care. Over two years later we are still providing a range of support to those directly affected.

All of our programmes and services have expanded substantially over the past 5 years and we have exciting plans for further growth. At this important time, we are looking for a high-calibre candidate to join our team as a part-time Volunteer Coordinator. The ClementJames Centre benefits from the support of over 100 volunteers each year, who are involved in all areas of our work. Effective volunteer recruitment and management is thus essential to the success of our charity.

This varied role will require you to work closely with all our programme delivery teams. You will support them with the recruitment, training and management of our volunteers and ensure that they are adequately trained and feel supported and valued, whether they join us for just one day or volunteer regularly.

You will have excellent written English, extremely efficient organisation skills, excellent interpersonal and communication skills and the aptitude and ability to learn on the job. You will be able to demonstrate meticulous attention to detail, be very well organised and highly efficient. You will also have passion and enthusiasm for the mission of The ClementJames Centre.

If you believe you have the qualities we are looking for and you want to work with us to help thousands of people in North Kensington to overcome barriers and live fulfilled lives, then we would be delighted to receive an application from you.

The ClementJames Centre is a welcoming and unique place to work and if you would like to visit us before submitting your application please email jobs@clementjames.org to arrange a visit.

Yours sincerely,

Clare Richards MBE
Chief Executive

Volunteer Coordinator (part-time)

PLACE OF WORK: 95 Sirdar Road, London W11 4EQ

START DATE: January 2020 (flexible)

RATE OF PAY: £12,000 per annum

CONTRACT: Permanent

HOURS OF WORK: 19 hours per week (approx. 2.5 days), with at least one 6pm finish per week. Some additional weekend & unsocial hours may be required. Time off in lieu will be awarded in accordance with our policy document.

HOLIDAYS: 25 days pro rata + Bank Holidays (plus an additional 2 closure days at Christmas); we also offer a generous pension scheme, travelcard loan and cycle to work schemes, as well as a starter loan for new staff.

MANAGEMENT: This post holder will be line managed by the Chief Operations Officer.

APPLICATION: By application form only; CVs are not an acceptable alternative. Please email your application to jobs@clementjames.org.

CLOSING DATE: 9am, Wednesday 27th November 2019. We suggest applicants submit in good time because late applications will not be considered.

SELECTION PROCESS: If shortlisted you will be invited to a selection day on Wednesday 4th December 2019.

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time.

Who are we looking for?

The applicant must:

- Have at least grade C or above in GCSE Maths and English
- Have at least a Level 4 qualification in a relevant field, or have an undergraduate degree.
- Take pride in being supremely efficient, very well organised and be able to develop a clear action plan
- Be someone who actively seeks solutions to problems
- Be self-motivated with a positive attitude and able to work flexibly
- Have excellent written English and be able to analyse and summarise information clearly and accurately
- Have excellent interpersonal skills and be able to communicate effectively with a broad range of people – from volunteers, users of our programmes to trustees and partners
- Be prepared to roll up their sleeves as part of a small team and undertake detailed tasks as well as having an eye for the broader needs of the charity
- Be highly resourceful and able to learn very quickly
- Have excellent listening skills and be able to understand and assess information quickly
- Be highly computer literate, conversant with Microsoft Word, PowerPoint and Excel
- Be able to work very effectively under pressure, meet tight deadlines, prioritise and pay excellent attention to detail
- Be able to demonstrate flexibility and commitment to taking a full and active part in the life of The ClementJames Centre, adapting to and managing change

What will your main duties be?

Volunteer Recruitment

- To develop and deliver an effective volunteer recruitment strategy, converting leads into volunteers
- To cultivate potential volunteering partner organisations, e.g. building and maintaining relationships with key stakeholders and corporates, attending volunteering fairs and other outreach events
- To organise and facilitate ClementJames volunteering information days and taster sessions
- Work in partnership with the Development Officer to create and maintain effective recruitment materials, online adverts and social media content

Volunteer Registration and Training

- To manage volunteer application forms and collect references
- To administer and follow up volunteer DBS checks
- To maintain accurate volunteer records on the charity's Salesforce database
- To facilitate induction and central training sessions for new and existing volunteers, in partnership with the Senior Leadership Team (SLT)
- To conduct regular volunteer skills audits and review the charity's volunteering needs with the SLT and Programme Leads
- To deliver regular volunteer meet-up events and build and maintain a peer-to-peer support network of volunteers

Volunteer Support

- To be a central point of contact for all ClementJames volunteers
- To monitor and support volunteers whilst they are on site
- To maintain and update a calendar of volunteering opportunities
- To carry out regular volunteer evaluations, reviews and collect feedback from volunteers
- To celebrate volunteers creatively and organise thank you evenings etc.