Job Description

INTERNAL APPLICANTS ONLY

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| **Job title:** | Volunteer Officer (Maternity Cover) |
| **Annual salary:** | £11,009.13 Pro rata (£27,155.85 FTE) |
| **Hours:** | 15 hours per week, fixed term until 2nd December 2025 |
| **Job location:** | Woodlands, Lower Bristol Road Bath BA2 9ES |
| **Responsible to:** | HR & Office Manager |
| **Benefits:** | 5% pension contribution after the probationary period  Flexible working  Family-friendly policies  Generous sickness pay  25 days annual leave + bank holidays (pro-rata) |

The role

The Volunteer Officer helps us recruit, train, and support our team of volunteers. This role is crucial to the success of our charity as volunteers play a vital role in our mission. The Volunteer Officer will work closely with new and existing volunteers and staff to ensure a smooth and rewarding volunteering experience for all involved.

About us

The Carers’ Centre is a local independent charity with a big vision! We want to live in a community where unpaid carers are fully recognised, valued and supported. By joining The Carers’ Centre, you are joining a team dedicated to helping families across Bath and North East Somerset when they need us most.

We provide trusted information, advice and support to unpaid carers of all ages, enabling them to maintain or improve their health and wellbeing, stay in control of their caring role and get connected with others in a similar situation to them. In addition, we work with the wider community to improve recognition and support for unpaid carers.

We are committed to safeguarding and promoting the welfare of children/young people and vulnerable adults and expect all staff and volunteers to share this commitment. All applicants are subject to a satisfactory Disclosure and Barring Service check and at least two independent references.

We are committed to providing services that embrace diversity and promote equality of opportunity.

Key responsibilities

1. **Volunteer Recruitment:**
   * Develop and implement volunteer recruitment strategies.
   * Advertise volunteer opportunities through various channels.
   * Screen and interview potential volunteers alongside members of the service delivery teams.
2. **Volunteer Training and Onboarding:**
   * Create and deliver induction and training sessions for new volunteers as required.
   * Ensure that volunteers are well-informed about the charity’s mission, values, and policies.
   * Organise safeguarding training for volunteers as appropriate.
3. **Volunteer Support and Recognition:**
   * Provide ongoing support and guidance to volunteers.
   * Organise regular check-ins and feedback sessions.
   * Recognise and celebrate volunteer contributions.
4. **Volunteer Records and Reporting:**
   * Maintain accurate records of volunteer hours and activities.
5. **Collaboration and Communication:**
   * Liaise with other staff members to ensure volunteers are integrated into our programs effectively.
   * Communicate regularly with volunteers to keep them informed of updates and opportunities.
6. **Compliance and Risk Management:**
   * Ensure volunteers adhere to health and safety guidelines and safeguarding policies
   * Address any safeguarding concerns promptly and in line with the charity’s procedures.

Address any issues or concerns related to volunteer performance or conduct.

Person specification

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| **Experience/knowledge** | **Essential** | **Desirable** |
| Experience in volunteer management or coordination |  | Y |
| Relevant experience in a similar role. |  | Y |
| Ability to work effectively both independently and as part of a team |  | Y |
| **Skills** |  |  |
| Strong communication and interpersonal skills | Y |  |
| Good digital communication skills | Y |  |
| Excellent organisational and administrative skills with a high focus on accuracy | Y |  |
| Confident in using a variety of technology including using.  CRMs, collaborative working and communication tools | Y |  |
| **Attributes** |  |  |
| A team player, able to build positive relationships with staff, volunteers and partners | Y |  |
| Ability to work independently, proactively, and under own  initiative. | Y |  |
| Commitment to and able to work in a way that promotes and respects equal opportunities and diversity. | Y |  |
| Interest in /or open to experimenting with new digital techniques.  and approaches. | Y |  |
| **Other requirements** |  |  |
| Flexibility to work evenings and weekends as required. |  | Y |
| Ability to travel throughout the Bath and North East Somerset area. |  | Y |
| Personal experience of providing unpaid care. |  | Y |