

Bethany Christian Trust

Job Description

1. Job Details

Job Title	Volunteer Co-ordinator	Line Manager	HR Manager
Grade Level	Level 4	Spine Pt Range	23 to 26
Section/Unit	Human Resources	Directorate	Central Services
Location	HR, 65 Bonnington Road, but with travel to other units as required.		
Hours	37.5	FTE	1.00
GOR	Required to have a genuine Christian faith and commitment		

2. Job Purpose

To create and maintain systems and processes for the recruitment, support and excellent engagement of volunteers. To promote Bethany as a place for individuals to volunteer their time and talents. To provide effective volunteer administration and management.

3. Main Responsibilities

	Description	Approx %
1	To define and create systems policies and processes for the recruitment and retention of volunteers to meet the needs of the organisation and fulfil requirements for Investors in Volunteering status.	15 (first year only)
2	To recruit volunteers to ensure Bethany has suitable individuals that are well matched to volunteer opportunities.	20
3	To develop information about volunteering opportunities in Bethany and promote these opportunities externally (including by personally presenting to groups) in order to create an awareness of opportunities and create a flow of suitable volunteer applicants.	20
4	To co-ordinate, develop and deliver induction, training and 'thank you' events for volunteers in order to ensure they have the knowledge and skills to undertake their roles safely and competently, and due recognition is given to their contribution to the success of Bethany.	10 (15 in year 2 on)
5	To assist in implementing and undertaking the monitoring and evaluation of volunteering activities to provide information and feedback in order to continuously improve the volunteering experience.	10 (15 in year 2 on)
6	To undertake administration related to volunteer recruitment and all aspects of their placement whilst with Bethany, to ensure records are created and maintained and management information is made available to enable the effective management of volunteers.	10 (15 in year 2 on)
7	To assist in the development of a volunteer strategy and policy for Bethany in order to fulfil the requirements for Investors in Volunteering status (initial application and continuing registration) and ensure Bethany makes optimum use of volunteering to assist with meeting its strategic objectives.	10
8	To support the work of the HR Section in other areas of work, as and when required.	5
9	To participate in and occasionally lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany's Vision of working with	5

	vulnerable people as an expression of Christian love in action.	
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4. Planning and Organising

Planning and organisation of volunteer induction and training events up to three months in advance, including room bookings, AV requirements, and assessment of needs for training. Recruitment of volunteers will be a mixture of annual planning and forecasting of requirements and more regular reactive activities based on turnover of volunteers. Promotional materials will require to be created in advance and include a three month schedule of consultation, design, printing and dissemination of leaflets and consultation, design and publishing of web pages and electronic media to be issued to other web sites e.g. EVOC, etc. Half-yearly review of the materials and published information on websites will need to be undertaken.

Monitoring and evaluation of volunteers will follow a regular annual cycle with scheduled processes to be followed. Planning of each activity within the annual cycle will be about one month in advance of each activity.

Recruitment exercises will need to be planned and organised, with co-ordination of resources and staff. Recruitment exercises may extend over a two month period.

Planning and organisation of the day to day work to ensure activities are prioritised.

Reporting using volunteers' data and recruitment data will be on a regular monthly cycle, to create management reports.

5. Problem Solving

There will be a regular challenge between the day to day activities of volunteer administration and maintaining records balanced with planning and undertaking the work which requires longer planning and will not have the same pressure to get completed. However, the post-holder will need to balance these to ensure the full range of outcomes are achieved. The post-holder can refer to the HR Manager for guidance and advice.

The post-holder will need to consult with managers across Bethany to understand their needs for volunteers and will receive a plethora of unstructured responses for widely varying requirements. The same will be true for learning and development needs for the volunteers. The post-holder will need to chase and co-ordinate responses and analyse the returns in such a way as to create a volunteer strategy and plan and also effective induction and training events for volunteers.

The post-holder will need to understand the Investors in Volunteers (IIV) scheme and work to ensure Bethany's processes, systems and treatment of volunteers meets the criteria. The post-holder can refer to the HR Manager for guidance and advice on systems and processes but will be expected to fully understand the IIV scheme and be the 'authority' on it within the HR Team.

6. Decision Making

The post-holder will make recommendations to the HR Manager and hence on to the Executive Management Team about the volunteer strategy and annual plan for recruitment of volunteers.

The post-holder will decide where and how to recruit volunteers, within a budget already set during the planning process by the HR Manager and Director of Central Services. The post-holder, in conjunction with managers, make decisions about the selection and placement of volunteers in units.

The post-holder will influence managers in their thinking about how volunteers can best be used to support the work of Bethany. The post-holder will decide how best to influence each manager and achieve the desired outcome.

The post-holder will create course content for the induction and other training and development events, and decide what should be run. Advice and guidance on techniques in delivery and structure of events is available from the HR Manager.

7. Key Contacts and Relationships

- Regular and frequent contact with managers across Bethany to understand their needs for volunteers and to influence them in how to make best use of volunteers
- Frequent contact with volunteers both as potential placements and also when in placement; to elicit information from them, to deliver training and impart knowledge to them in induction and training events and to support them in any other appropriate ways during their placement
- Day to day contact with other members of the HR team to agree use and prioritisation of resources
- Frequent contact with external agencies that supply volunteers to the Third Sector to make best use of their services
- Frequently promote and represent Bethany as an excellent place for volunteering by presenting and talking to external groups such as; church ministers and church congregations, student bodies, volunteering agencies and organisations, etc

8. Knowledge, Skills and Experience Needed

- A minimum of one year's experience of working with volunteers and an understanding of the issues relating to the recruitment, engagement and retention of volunteers
- A minimum of one year's experience of developing training and induction events (preferably also having evaluated the needs of a volunteer workforce)
- A minimum of 6 months experience of working as part of a team and undertaking administrative duties
- Able to use Microsoft Word, Excel and PowerPoint and the potential to learn how to use a reporting tool in the HR system to extract volunteer data and then analyse it
- Able to create and maintain clear records and systems
- Able to manage a workload of mixed priorities
- Skills in influencing others
- Excellent written communication style
- Excellent skills in presenting to audiences in formal settings, including how to adapt the presentation depending on the audience (especially to different denominations in churches), to provide an appropriate and influencing presentation
- Experience of creating and managing the execution of a plan, and completing the actions required to the appropriate time scale
- A genuine and active Christian faith and commitment and ability to explain and answer questions about your faith from personal experience to those who ask
- Lead prayer in meetings and groups

9. Dimensions

Bethany currently has over 2,000 volunteers in its database, of which a majority are actively volunteering each year. The number of volunteers should increase significantly as a direct result of this post's activities.

The volunteers will be located across all of Bethany's units and geographical locations, from Inverness to Dumfries.

10. Job Description Creation and Revision

Created	12 th January 2010
For Review	12 th January 2011
Reviewed	