**Temporary Staff Role: Job Description & Person Specification**

**Section 1: Key Information**

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| Job Title | Volunteer Engagement Coordinator |
| Department / Team | Volunteer |
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| Responsible to | CEO, Sarah Calcutt  With dotted line to Volunteer Development Manager |
| Responsible for | Community Volunteers |
| Contract type | Temporary (3-month contract, starting 1st May 2024) |
| Hours of work | 40 hours per week (including 30-minute unpaid daily lunch break) |
| Salary | £28,000 p.a. (pro-rata) |
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| Purpose of role | As Volunteer Engagement Coordinator at City Harvest, you will be responsible for volunteer engagement and outreach, supported by the Volunteer Development Manager and Senior Warehouse Volunteer Coordinator. |
| Strategic alignment | Volunteers are the lifeblood of what we do at City Harvest. They are the packers, the stackers, the sorters, the porters, and every volunteer helps to keep our vans rolling out to people in need across London.  This role will be to support the ongoing development and efficient running of our volunteer programme at City Harvest, by engaging with our volunteer community and reaching out to new volunteers too.  The volunteer programme has grown enormously over the last 12 months and requires another pair of hands to help ensure cover across the hours of operation. |

**Section 2a: Key Deliverables**

Community Volunteers:

The key deliverables will be:

* To engage with volunteers, to understand and assess their needs within City Harvest
* To ensure the development of volunteers with briefings and tailored training that will help them fulfil their role effectively
* To maintain our online volunteering platform, including monitoring our shift schedule for the month, addressing any cancellations, and ensuring effective planning and communication with the Volunteer Team to convey any actions required
* To support, motivate, and accredit volunteers and their work
* To celebrate volunteering, nominating volunteers for recognition and organising events
* To offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact
* To promote volunteering opportunities at City Harvest and reach out to new volunteers, both using our profiles on online platforms and within the wider community
* To build effective relationships with volunteers, to understand individual needs and make adjustments accordingly

Corporate Volunteers:

Our Corporate Volunteering programme is a vital part of our fundraising strategy, supporting the development of our organisation and our engagement with donors.

The key deliverables will be:

* To work closely with the Corporate Partnerships Manager and Volunteer Team to enable awareness of different corporate volunteer requirements and expectations
* To work closely with the Warehouse Volunteer Coordinators and Transport Team to prioritise daily work tasks and coordinate with volunteers as appropriate
* To support the hosting of corporate volunteers, including meet-and-greet, inductions, and training, where necessary
* To act as point of contact for corporate volunteers throughout the day, ensuring good contact, engagement, and guidance of tasks with volunteers receiving an excellent experience

Relationship Management

The role of Volunteer Engagement Coordinator plays a key part in collaboration between teams. A close relationship will need to be established within Volunteer Team, to distribute responsibilities and ensure an effective and seamless way of working.

* To act as point of contact between Volunteer, Warehouse, Communications, Fundraising, and Food Teams
* To attend Volunteer Team meetings as required, ensuring awareness of our key developments, strategy, and tasks to be prioritised as a team
* To work with our Communications Team to provide materials for volunteer distributions, including creation of weekly volunteer engagement newsletter and any materials required onsite for volunteers
* To support the delivery of the annual Volunteer Week and any other engagement and celebration activities and strategies across the year
* To champion volunteering internally and externally

**Section 2b: Organisation Wide Responsibilities**

* To comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued
* To comply with relevant health and safety policies, seeking to minimise hazards for others
* To comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions
* To work as part of a wider team, undertaking any other reasonable duties appropriate for the role that may be required by the organisation

**Section 3: Person Specification**

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| **Education & Training** | **Essential** | **Desirable** |
| Food Hygiene – achieved or willing to work towards | **X** |  |
| **Experience & Knowledge** |  |  |
| Experience of managing volunteers, working with volunteers, or experience of being a volunteer. | **X** |  |
| Knowledge of the workings of a social impact charity. |  | **X** |
| **Skills & Abilities** |  |  |
| Excellent organisational skills and the ability to manage a variety of tasks. | **X** |  |
| Self-motivated and can manage your time effectively. | **X** |  |
| Strong IT skills (particularly Excel and Word) with the ability to maintain accurate records. | **X** |  |
| Excellent verbal and written communication skills | **X** |  |
| Ability to build strong and effective relationships, managing a diverse range of people. | **X** |  |
| Inspiring, motivating, and energising style which will engage and encourage volunteers | **X** |  |