

Gross salary £24,240  
Initially Funded to 30/6/2026  
35 hours Monday to Friday



# Volunteer Co-ordinator

## Role outline

To lead and develop the Hope Foundation and furbdit volunteer work. Empower and equip volunteers with the knowledge and the skills they need to support our services and ensure they feel valued and supported.

## Role description

This is a 2 year fixed term role and certain elements will evolve as the position embeds in the team and the successful candidate learns and develops the best ways forward for volunteering within the organisation.

## Key responsibilities

### Maintain and develop the Hope Foundation volunteer offer

- Ongoing development and implementation of central volunteering strategy, policies and procedures
- Ensure the organisation is seeking and actioning feedback from volunteers
- Represent the volunteers' voice in internal meetings and decision making
- Be built into the wider volunteer network across Middlesbrough and the Tees Valley to share knowledge and resources

## Volunteer Recruitment and Retention

- Support each project area to recruit volunteers with the appropriate skills and availability to support each service needs
- Responsible for the initial induction of new volunteers embedding the values of the charity as well as an understanding of the charities work.
- Provide pastoral care for the volunteers to ensure they feel heard and understood.
- Work with and support work experience placements and placement providers to provide support for the charity.

## Volunteer Management

- Get to know and support our current volunteers
- Create and establish volunteer positions with clear role descriptions
- Uphold the safety and safeguarding of volunteers and work alongside them in the development and management of volunteering within the organisation.
- Develop and maintain volunteer documentation and internal volunteer management compliance in line with statutory bodies.

- Develop volunteers to achieve their potential including producing or accessing relevant training as is appropriate.

## Promotion Work

- Act as the first point of contact for volunteer enquiries and queries
- Develop regular meetings and activities for the volunteers keeping the volunteers up to date.
- Attend volunteer events and networks as appropriate
- Use social media channels to celebrate and advertise the work of volunteers within the organisation.
- Collect good news stories from the volunteers and the impact of volunteering on themselves and people who use the service as well as the organisation
- Organise recruitment drives as needed
- Be central in the planning to celebrate National Volunteers Week in the organisation.

## contribute to your own professional development

- participate in any courses or training that would improve your performance and knowledge required for your role.
- actively participate in The Hope Foundation staff appraisal process

## promote the ethos, mission statement, aims and values of The Hope Foundation at all times

## Person Specification

We expect you to meet most of these criteria however we do not expect you to meet every point and welcome applicants with transferable skills and an ability to apply themselves in a new context.

- Experience in managing and motivating a team of volunteers or staff
- Excellent organisational skills including consistency and accuracy and attention to detail
- Natural people skills, with an ability to build rapport quickly and maintain effective working relationships with a range of different stakeholders.
- Strong IT skills including Microsoft Office and database.
- Excellent people skills and be able to work with people from a broad range of backgrounds
- Ability to set up and deliver or access training support as needed
- A non-judgemental attitude and committed to Equality and Diversity
- patience and understanding and commitment to the volunteers and the wider staff team.
- an enthusiasm for the Hope Foundation mission statement and the organisation's aims and values.
- Knowledge of how to promote the motivations for volunteering and the knowledge of the different needs of volunteers and their requirements

## must be:

- able to work as part of a team
- able to organise workload to meet the needs of the work role and the wider organisation.
- be accurate, systematic and have a keen attention to detail
- Understand the need have good processes and policies and procedures for the benefit of the stakeholders and organisation

- keen to support and promote the Hope Foundation's mission statement and Aims and Values at all times
  - proactive, self-motivated and able to organise and prioritise own workload
  - approachable, understanding and flexible to accommodate customers' needs
  - be a good decision maker and able to take responsibility
  - able to create a safe and stable environment for staff, volunteers and stakeholders
  - keen to contribute their own ideas and ways of doing things to improve the business
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- keen to identify areas and opportunities for self-development

### would preferably have:

- Maths and English functional skills level 2 or be willing to work towards.
- IAG level 3 or 4 qualification
- Ability to use a range of social media and other marketing strategies
- Relevant IT experience
- Experience managing volunteers
- training qualification

We are committed to meeting the needs of our diverse community and aim to have a workforce reflecting this diversity. We are also committed to safeguarding, Prevent and promoting the welfare of vulnerable adults. We expect all staff to share this commitment.

This post requires an enhanced DBS check.