

Job Description

Title: Volunteer and Training development Coordinator

Reports to: Head of Business Support

Based at: Head office – Lowestoft based

Due to continued expansion, Access Community Trust have a fantastic opportunity for a dynamic and experienced Volunteer and Training development Coordinator to join our team! This is a vital new role in a fast-growing organisation, leading to excellent development and progression opportunities.

You will be responsible for creating and delivering our volunteering service and developing and delivering our training offer for both volunteers and paid members of staff. You will be responsible for recruiting, onboarding and training volunteers, conducting risk assessments and supporting our teams to identify volunteering opportunities within their services.

Key objectives of the role:

1. To develop our volunteering offer ensuring it supports all of the services within our organisation
2. To develop and coordinate our internal training programme and deliver training to both our volunteers and paid staff
3. To be the Lead for external and internal stakeholders accessing our volunteering and training services.
4. To coordinate, develop, monitor and be responsible for delivery of our Volunteering service.
5. To monitor compliance of training and identify and fill training gaps.

Our Values:

RESPECT

- We show consideration for one another
- We recognise each other's differences
- We understand the customer's needs and expectations and go out of our way to meet these

EXCELLENCE

- We will always push the boundaries of achievement, for ourselves and our customers and clients
- We strive to deliver the highest quality and value possible through simple relevant solutions
- We will implement challenging strategic targets whilst continually striving to exceed them

AMBITION

- Our service is driven by passion and enthusiasm with the ambition to reach all vulnerable and socially excluded people without exception
- We will deliver services that raise aspiration
- We respect our wide ranging communities and are motivated to diversify the service we provide

CREATIVITY

- We build a positive environment where we all have the courage to speak, question, and challenge each other to continuous inspire improvement.
- We will encourage and strive to innovate in all aspects of our work-celebrating our successes and learning from our mistakes.
- We will embrace and utilise our clients' strengths and build their confidence to co-produce and gain growth together.

HONESTY

- We will operate our service with honesty, delivering to the highest ethical standards and monitoring with accuracy
- We promote robust, consistent and evidence based approaches in the delivery of all our services
- We will provide our services in a transparent and accountable way

Main responsibilities:

- Day to day management of our volunteering service
- Recruiting, onboarding, training and managing a network of volunteers
- Establish a supportive and strengths based service that meets the needs of our volunteers and services
- Work alongside colleagues within our wider services and externally to ensure a clear flow of information and referrals
- To build relationships with potential referrers to maximise volunteer opportunities for people within our local community
- To identify volunteering roles and opportunities that support our services and community
- To recruit volunteers
- To induct volunteers and support with matching them to the most appropriate manager/department
- To work with local businesses to promote employer supported volunteering
- To coordinate our training offer to both volunteers and paid staff
- To organise training through liaising with training organisations
- To deliver training to both volunteers and our paid staff
- To follow best practice and ensure safeguarding and safe practices are adhered to
- To represent and promote Access within the wider community

Skills & Experience

- Understanding of the importance of volunteering roles with the voluntary/charity sector
- Proven experience in developing and delivering training
- Excellent presentation and training skills
- Excellent organisational and communication skills
- Attention to detail and a high level of accuracy
- Have the skills to plan and prioritise effectively, able to deliver work to set targets and be self-motivated
- Proven experience that demonstrate a pro-active approach to problem solving and using own initiative
- Good numeracy and literacy skills
- Proven experience or qualification to evidence a wide range of IT skills, including use of Microsoft Office packages and databases
- Be able to demonstrate an ability to work independently and as part of a team

- Display enthusiasm and a positive approach to work

General Responsibilities:

- Other Duties - To undertake any other specific duties and responsibilities as may be assigned by the immediate Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the seniority of the post.
- Discretion to Act - To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of clients and colleagues, and the effective and efficient use of resources.
- Relationships - To establish, maintain and enhance team-working with colleagues and staff of Access Community Trust and to keep confidential all information about individuals and the business of Access Community Trust. Any breach of confidentiality is extremely serious and may lead to dismissal.
- Personal Development - To play an active role in the development and implementation of your individual development plan.
- Association Ethos - To support the objectives and ethos of Access Community Trust.
- Health and Safety - To adhere to the Trust's Health and Safety policies at all times.