

Job Description

Post:	Volunteering Advisor (part-time, temporary 6 months)
Hours:	17.5 hours a week - to be worked during office hours over 3 or 4 days (negotiable) between Monday and Thursday.
Salary:	£31,435 per annum FTE (£15,718 pro rata)
Responsible to:	Chief Executive
Location:	Volunteer Centre Tower Hamlets (VCTH), 2 nd floor, Norvin House, 45-55 Commercial Street, London, E1 6BD

Overview of role:

Provide an online, telephone and face-to-face brokerage service to local people wishing to volunteer, offering them varied and inspiring volunteering opportunities, and supporting them to ensure they start volunteering. The post holder will deliver two short-term projects; Volunteer to Stop Hunger funded by Sodexo, and a brokerage and outreach service funded by Awards for All

Key Duties and Responsibilities:

- 1) Respond to telephone and online enquiries about volunteering, providing prompt, clear information to enquirers.
- 2) Provide one-to-one (face-to-face and telephone) volunteering brokerage appointments for local people, offering them a choice of vetted, appropriate volunteer placements, ensuring that the service is sensitive and tailored to needs.
- 3) Maintain accurate and timely data on organisations on Simply Connect (VCTH's online database), updating information on live/lapsed volunteering opportunities each week, as well as adding food poverty alleviation roles to Sodexo's Benevity platform.
- 4) Work with registered Volunteer Involving Organisations to develop inspiring volunteering opportunities that suit a variety of interests and abilities, with a particular focus on developing new volunteer roles that help alleviate food poverty and build community cohesion.
- 5) Maintain contact with clients, tracking and recording their progress on Simply Connect (our online database), and providing them with support to ensure they can successfully take up and sustain volunteering.

- 6) Develop and maintain effective relationships with a wide range of referral agencies, ensuring that all sections of the community are aware of opportunities to volunteer, and that professionals are aware of our service and make appropriate referrals.
- 7) Promote volunteering to potential volunteers by running stalls at events, and by giving presentations to small groups of clients in a variety of settings including; colleges, employment support agencies, disability organisations, etc.
- 8) Recruit, train and supervise a small team of Brokerage Volunteers who will help promote volunteering by carrying out community engagement and outreach activities. These volunteers will use their community language skills to interpret for Bengali-speaking clients at appointments, make tracking telephone calls, and survey clients to gather feedback on our service and the impact of volunteering.

General:

- 9) Respect and work within Volunteer Centre Tower Hamlets' policies and procedures at all times.
- 10) Work constructively with all members of the Volunteer Centre team.
- 11) Receive formal supervision from the Chief Executive, and participate in learning and development, as required.
- 12) Work occasional early evenings to reach clients unable to attend during office hours, and help deliver promotional events.
- 13) Undertake any other duties, of a similar nature, which may arise from time to time, and which are commensurate with the grade of the post.

Person Specification

Essential Criteria:

- 1) Excellent interpersonal skills, including fluent written and spoken English, and the ability to communicate effectively with a very wide range of people.
- 2) Courteous, eager to help people, and able to provide outstanding customer service to our clients.
- 3) A strong commitment to implementing equality of opportunity in service delivery, and to valuing diversity in all its forms.
- 4) Previous experience of delivering a one-to-one advice service (such as volunteering brokerage) to people from disadvantaged communities.
- 5) An excellent understanding of the benefits of and barriers to volunteering, and the ability to enthuse and motivate people to volunteer.
- 6) Excellent attention to detail and an ability to finish tasks to a high standard within deadlines.
- 7) Experience and proficiency in using Microsoft Office Word, Excel, Outlook and PowerPoint, and the ability to be administratively self-supporting.
- 8) Confidence using databases, and the ability to learn quickly how to use our customised database (Simply Connect).
- 9) Ability and willingness to work co-operatively as part of the VCTH team, and experience of building and maintaining excellent professional working relationships.
- 10) Strong ability to work proactively, to organise own workload, to follow clear instructions, to manage time effectively, and to work within organisational procedures.
- 11) Understanding of the importance of confidentiality, especially when working with people with additional support needs.
- 12) Ability to maintain accurate detailed case records, to monitor progress against targets, and to draft comprehensive reports and statistics for management and funders.
- 13) Ability to deal positively with challenges, to analyse problems, and identify and implement workable solutions.
- 14) Willingness and ability to travel within Tower Hamlets.

Desirable criteria:

- a) Personal experience of volunteering
- b) Local knowledge of Tower Hamlets
- c) Ability to speak Bengali (a Tower Hamlets community language).