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# Job Description

**Job title:** Volunteer Coordinator, England South (West)

**Reference:** SUS3308

**Salary:** Grade G: £27,804 per annum

**Hours:** 37.5 hours per week

**Base:** Home working, with expectation of regular working out of the Sustrans Bristol office.

Note: this role will require the post-holder to travel to and work in locations throughout the South West (and potentially other parts of the South) as necessary to undertake projects on behalf of Sustrans

**Job purpose:**

To lead the South volunteer support service, including the development of new volunteer initiatives, creating a vibrant volunteering offer, which celebrates and enhances the diversity of both volunteers and volunteering roles across the South. The role will be responsible for ensuring the implementation of procedures and best practice in recruiting, motivating and supporting volunteers. In doing so, it will help the charity to widen its reach and impact, whilst providing volunteers with a positive experience.

Volunteering is fundamental to the way Sustrans works. Our new five-year volunteer strategy reflects how important a diverse network of people, giving their time in support of our goals, can help the charity make a difference in towns and cities across the UK, as well as to the National Cycle Network.

**Place in Organisation:**

The post-holder will report to the Head of Delivery, England South.

**Key relationships:**

Internal: Volunteer Coordinator, England South (East)

Volunteer Officers, England South

Head of Delivery, England South

Head of Network Development, England South

Delivery Manager, England South

Regional Director, England South

Other regional staff

Head of Volunteering, Sustrans UK-wide

Sustrans-wide volunteer support team

Volunteers

Other Volunteer Coordinators and Officers across Sustrans

External: Local authorities and partner organisations

Community groups and members of the general public

Businesses and organisations offering volunteer placements

**Key responsibilities:**

**Delivery of projects or services:**

* To work alongside the Volunteer Coordinator for the South East to oversee the implementation and updating of the South Volunteering Action Plan in line with the Volunteering Strategy, identifying key areas of work and aligning to business planning and regional priorities.
* To identify priority areas of attention for enhancing diversity of volunteers and volunteering opportunities, piloting approaches and sharing learning in line with the Volunteering Strategy.
* To ensure that volunteers receive consistent and systematic best practice support according to Sustrans’ Volunteer Policy and Procedures.
* To advise and support all relevant team members in volunteer management and in developing new volunteer opportunities.
* To oversee the recruitment, selection, and induction of new volunteers.
* To support the volunteer management administrative process as required for example by maintaining accurate volunteer data by using the volunteer management database.
* To plan and ensure delivery of a rolling induction and training programme for all volunteers- aligned to the volunteer training matrix.
* To manage and motivate volunteer groups and group coordinators by attending relevant local meetings and ensuring all groups have a current group plan.
* To review, diversify and develop the network and activities of volunteer groups, recruiting new volunteers and group coordinators as needed and embedding volunteering and volunteer recruitment across project delivery.
* To initiate, support and promote relevant outreach activities to support both volunteer and local project needs.
* To ensure that robust monitoring of regional volunteer activities is in place.
* To ensure that enquiries from volunteers and the public are responded to efficiently.
* To assist with the planning and delivery of volunteer events.
* To co-ordinate and support lead volunteers in a programme of group activities e.g. led rides, led walks and task days.
* To work with partner organisations to broaden the achievements and diversity of the Sustrans’ volunteer programme in the South and nationally.
* To ensure all activities follow the Project Management Framework (PMF) and CRM procedures.

**People management**

* To undertake all HR responsibilities associated with the line management of the Volunteering Officer for the South West.
* To work with HR to ensure that training and development of staff is planned effectively and in line with business need.

**Income generation**

* To support the national fundraising targets and contribute to the effective stewardship of our donors.
* To work with relevant staff to identify and secure new, funded opportunities for volunteer projects in the region and nationally.
* To contribute to the development of project proposals and bids and participates in bid writing for projects at the direction of own line manager.
* To contribute toward the development of new ideas and innovative strategies for product development, marketing, branding, or business opportunities.

**Communication and marketing:**

* To support the embedding of volunteering across the South region by developing effective internal communications
* To ensure volunteers and wider community are kept informed, updated and engaged through a diverse range of communication channels.
* To contribute towards raising the profile of Sustrans, by representing the charity at meetings, activities and events, as required.
* To act as a media spokesperson, as required.
* To support and comply with the charity’s guidance on branding, tone of voice and key messages, positively contributing towards raising Sustrans’ profile.

**Training and personal development:**

* To attend essential Sustrans training as required by the Charity.
* To ensure own personal development by working to objectives set as part of the Charity’s appraisal process.

**Health & Safety, GDPR, Safeguarding and Equality, Diversity and Inclusion:**

* To support and comply with the organisation’s policy for the management of Health and Safety.
* To support and comply with the organisation’s policies for the management of safeguarding.
* To support and comply with the organisation’s policy for the management of personal data.
* To support and comply with the organisation’s policy and procedures relating to Equality, Diversity and Inclusion and apply principles of best practice in own role.

**Networks**:

* To contribute to the Volunteer Network - a network of colleagues working on Sustrans-wide oversight of volunteer development.

**Other**

* To perform any other duties consistent with the nature and grade of the role as agreed with the line manager.

**Working conditions:**

Home working, with expectation of regular working out of the Sustrans Bristol office. Overnight stays away from home may be necessary when participating in projects or attendance at regional meetings. Occasional weekend and late working may be required with time off in lieu. The post-holder must be prepared to walk, cycle or use public transport for the majority of work journeys.

Working practice elements may be adapted due to the pandemic and will be discussed at interview.

**Special note:**

This job description does not form part of the contract of employment, but indicates how that contract should be performed. The job description may be subject to amendment in the light of experience and in consultation with the jobholder.

Compiled by: Head of Delivery, England South

Date: July 2021

**Volunteer Coordinator (SUS3308)**

**Person specification:**

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| **Criteria** | **Essential** |
| Experience | Experience and proven track record of successful volunteer programme development and volunteer supervision, including practical support for volunteers from a wide range of backgrounds  Experience of independently planning, organising and running volunteer and public events.  Experience of public speaking and managing meetings  Experience of successful partnership working with statutory, voluntary groups and private sector  Experience of representing an organisation publicly  Experience of line management |
| Skills and abilities | Ability to work independently, remotely and prioritise and manage own workload  Ability to represent and promote Sustrans to external agencies, supporters, volunteers and the general public  Ability to respond independently and flexibly to individual volunteer demands  Ability to engage, inspire and influence volunteers to get the most out of them  Proven training delivery skills  Excellent organisational and administrative skills  Excellent written and interpersonal communication skills with an ability to write for print and digital media  IT literate |
| Other | Committed to the development and promotion of walking and cycling and Sustrans’ vision |

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| **Criteria** | **Desirable** |
| Experience | Experience of leading bike rides and cycle training  Experienced in internet research  Good working knowledge of GIS (geographic information system) mapping systems |
| Knowledge | Good understanding and knowledge of sustainable transport policy |