Role Profile

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Volunteer Recruitment and Staff Training Coordinator

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**JOB Role:**

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| **JOB TITLE:** | Volunteer Recruitment and Staff Training Coordinator | **SALARY:** | £30,899 per annum |
| **REPORTING TO:** | Chief Operating Officer | **HOLIDAYS:** | 33 days including bank holidays and an additional day off on your birthday. |
| **LOCATION:** | Future Youth Zone, 201-225 Porters Avenue, Dagenham, RM9 5YX | **HOURS:** | Permanent: full-time, 40 hours per week. |
| **THE PERSON:** | We are looking for a dynamic and engaging communicator with proven experience in volunteer recruitment and coordination. The ideal candidate will have a passion for motivating and inspiring others to contribute their time and skills effectively. | | |
| **KEY RELATIONSHIPS:** | Volunteers, Core Management team, Youth Work Managers and Coordinators, OnSide, External Stakeholders, Young People and parents/carers | | |

The Volunteer Recruitment and Staff Training Co-ordinator will be responsible for the recruitment and onboarding of volunteers who will support delivery of a high quality programme for young people and/or assist with operational functions that help the Charity to run efficiently. The successful candidate will also hold responsibility for designing, implementing and coordinating training programmes for both volunteers and staff including an informative and inspiring induction programme. This aspect of the role will focus on ensuring that all team members are equipped with the necessary skills and knowledge to fulfil their roles effectively, fostering continuous learning and support development initiatives that align with Future Youth Zones goals. The role will coordinate all aspects of the volunteer’s journey, including recognising and celebrating achievements through to skills development to empower them to deliver high quality, open access youth work for our members.

**CONTEXT OF THE POST:**

Barking and Dagenham Youth Zone, named as Future by young people, was opened in May 2019. The Youth Zone is an independent Charity, but we are proud to be part of the growing OnSide Network whereby we have adopted a set of principles that guide our work with young people.

Our universal offer is focussed around a state-of-the-art, multimillion pound facility that is purpose built and remains dedicated to young people. We work with young people aged from 8-19 (up to 25 with additional needs) and offer an array of activities for young people to get involved in. Our services are affordable for young people who can access the provision for just a £5 annual membership and 50p entry fee. Whilst our building and activities provide a hook for young people to initially engage with us, the relationships they develop with our team of Youth Workers ensures they return night after night. We pride ourselves on being open when young people need us the most, during evenings and weekends, whenever schools are closed.

Since we opened in May 2019 the Youth Zone has had over 12,000 young people sign up as members of which around 60% are male and 40% are female. At times during our opening year 1,600 young people were visiting the Youth Zone every week, making it a go to destination for the next generation. From March 2020 through to January 2022 the Youth Zone operated under a variety of restrictions and challenges as a result of the Covid-19 pandemic. During that period we were able to continue to support young people using new and innovative forms of engagement, whilst we also extended our support to the wider community when they needed it the most.

More recently we have been able to return to a full universal offer for young people and despite the prevalent challenges around the lasting impact of the pandemic, young people feeling isolated and the cost of living crisis our team continue to provide a [home from home](https://www.youtube.com/watch?v=gM3_nhjdjMo) for young people.

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**DUTIES AND RESPONSIBILITIES – DETAILED**

* Coordinate the recruitment, onboarding and placement of volunteers.
* Act as the main point of contact for volunteers, providing guidance and support as needed, maintaining a positive and supportive working environment for volunteers.
* Maintain accurate and up-to-date volunteer records, ensuring that all relevant information such as contact details and training completion is properly documented. Regularly update the volunteer database ensuring all necessary paperwork, such as background checks and certifications, are completed. Additionally, the role requires generating reports on volunteer engagement and performance.
* Create clear, engaging, and detailed role descriptions for volunteers. Collaborate with various departments to ensure each role is accurately defined, providing volunteers with a clear understanding of their contributions and how they fit into the broader mission.
* Lead on volunteer recognition activities, ensuring volunteers are recognised and feel valued for their contribution.
* Coordinate and manage volunteer-led projects within the Youth Zone.
* Coordinate and collaborate with department leads to assess staff training needs and implement training as required
* Provide learning and development opportunities for all team members through effectively managing an organisation training matrix for up to 70 full and part time employees and 40 volunteers.
* Manage the training LMS platform and proactively engage with OnSide Talent Academy to identify training opportunities across the network.
* Deliver and facilitate face-to-face training for staff and volunteers including new starter inductions.
* Manage the allocated budget for volunteering and training and other associated resources effectively and efficiently.
* Contribute to the effective marketing of the Youth Zone within local communities by participating in events as needed and utilizing social media to promote volunteer activities.
* Contribute to promoting and marketing of the Youth Zone within the community including participating in events as required and effectively using social media relating to volunteer work.
* Complete reports on impact, output and outcomes of training and volunteers.
* To work within the performance framework of the Youth Zone and OnSide.
* As part of the management team, to deliver a focused, measurable contribution to the Youth Zone’s overall strategic plan.
* To carry out any other reasonable duties as requested

**DUTIES AND RESPONSIBILITIES - GENERAL**

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* Be a role model for young people and present a positive “can do” attitude.
* Take personal responsibility for own actions.
* Commit to a culture of continuous improvement.
* Work within the performance framework of Future Youth Zone and OnSide.
* Represent Future Youth Zone positively and effectively in all dealings with internal colleagues, and external partners.
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures, and practice (training to be provided).
* To assist with any promotional activities and visits that take place at the Youth Zone.
* To always adhere to Future Youth Zone policies, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**PERSON SPECIFCATION**

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| **Selection Criteria\***  A = Application Form I = Interview T = Test/Personality Profile | **Essential or Desirable** | **Method of Assessment** |
| **Experience** | | |
| Experience of recruiting, managing and motivating volunteers | Essential | A & I |
| Experience of designing volunteer training programmes and delivering training | Essential | A & I |
| Experience of Safeguarding and dealing with safeguarding disclosures | Desirable | A & I |
| **Qualifications** |  |  |
| Educated to Degree level in a relevant subject or equivalent experience | Desirable | A & I |
| **Skills** |  |  |
| Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships | Essential | A & I |
| Ability to enthuse, inspire and motivate others | Essential | A & I |
| Ability to pay attention to detail, be thorough and organised | Essential | A & I |
| Ability to work on own initiative and as part of a team | Essential | A & I |
| Ability to work under pressure & prioritise effectively | Essential | A & I |
| Training and facilitation skills | Desirable | A & I |
| Strong interpersonal and networking skills | Essential | A & I |
| Excellent verbal and written communication skills | Essential | A & I |
| High standard of ICT skills, including the use of databases | Essential | A & I |
| **Knowledge** |  |  |
| Knowledge of current trends and practices relating to volunteer recruitment, management and retention | Desirable | A & I |
| Knowledge and awareness of issues affecting young people | Essential | A & I |
| **Special Requirements** |  |  |
| The willingness to be part of a wider team and understand the core Youth Zone delivery model. | Essential | A & I |
| Enhanced DBS clearance and commitment to Safeguarding children | Essential | A & I |
| A willingness to work unsociable hours when required | Essential | A & I |
| The ability and willingness to travel to events. | Essential | A & I |

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Description automatically generated**THE OTHER BITS…**

Future Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check*.*

The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone team reflect the community that we serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

For information regarding how Future Youth Zone and OnSide Youth Zones process your data, please visit [www.futureyouthzone.org/privacy-policy/](http://www.futureyouthzone.org/privacy-policy/)

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