

**Part-time Volunteer Engagement Coordinator**

**Vision Norfolk**

***Living Life With Sight Loss***

**Vision Norfolk is the brand name of**

**Norfolk and Norwich Association for the Blind**



**Introduction**

Vision Norfolk is the local sight loss charity for Norfolk. Formerly known as Norfolk and Norwich Association for the Blind (NNAB), we have been supporting blind and vision impaired people to live independent and fulfilled lives for over 218 years.

It is estimated that there are more than 38,000 people living with some degree of sight loss in Norfolk today, with two thirds of the working age population not in employment, and 3 out of 4 vision impaired people living in poverty or on its margins. These numbers are expected to double by 2050, so we know our work is needed now more than ever.

To meet these needs we are seeking a highly organised and passionate individual to join our team as a Part-time Volunteer Engagement Coordinator. In this role, you will be responsible for recruiting, training, deploying and managing volunteers for our charity.

The Part-time Volunteer Engagement Coordinator will be comfortable working on a one to one basis or in a team with people of all different backgrounds and ages.

Vision Norfolk are currently developing a new strategy to steer the organisation to 2028 which will require us to deliver a user led portfolio of work that through evidence meets the needs of our clients. The Part-time Volunteer Engagement Coordinator role is pivotal to ensuring we are providing volunteers needed to support clients required throughout Norfolk and to reach even more people.



**Job Description**

Part-time Volunteer Engagement Coordinator

We are seeking an enthusiastic and driven individual for our volunteer engagement programme in Norfolk. The Part-time Volunteer Engagement Coordinator will be responsible for coordinating and supporting our vibrant volunteer program across the county.

Main Responsibilities:

* Recruit volunteers ensuring a positive and welcoming volunteer experience
* Conduct interviews and on boarding for new volunteer applicants
* To offer and provide support and supervision for volunteers to enable them to carry out their tasks
* Collaborate with staff to determine volunteer needs across all departments and services. Fill gaps and assist with projects requiring volunteer support
* Create and manage volunteers schedules
* Expand volunteer roles to support the charity’s needs
* Plan volunteer appreciation events and retention initiatives
* Continually assess and enhance the volunteer program
* Represent the charity at community events to promote volunteer opportunities
* Serve as the primary point of contact for all volunteer enquiries
* To perform any other reasonable duties as required

**PERSON SPECIFICATION**

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| **ESSENTIAL REQUIREMENTS** | **DESIRABLE REQUIREMENTS** |
| JOB RELATED* Experience in volunteer coordination, recruitment and retention
* Strong interpersonal, communication, organisational and problem-solving skills
* Experience overseeing projects and managing others
* Passionate about community engagement and working with volunteers
* Experience of liaising with external agencies, professionals and organisations
* Experience of prioritising and working with a diverse case load
* Evidenced knowledge of the principles of safeguarding vulnerable adults
* Experience of working in partnership with external agencies
* Good working knowledge of technology including Microsoft Word packages and databases
* Experience of working within a user led organisation
* Car driver and owner
 | Volunteer Management QualificationMinimum experience of 3 years in similar roleKnowledge of working with people with disabilities including sight lossKnowledge and application of the social model of disabilityFamiliarity with Norfolk communities  |
| PERSONAL ATTRIBUTES* Excellent communication skills
* Strong organisational skills
* Reliable and responsible
* Leadership qualities
* Self-motivated
* Empathetic and compassionate approach to working with individuals
* Confident and can advocate on behalf of individuals
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| SKILLS* Recruitment skills - Ability to strategically recruit new volunteers through various channels
* Interviewing skills - Able to effectively interview potential volunteers to assess their skills, interests and motivations
* Organization and planning - Can juggle multiple tasks and schedule volunteers effectively. Strong attention to detail
* Record-keeping - Maintains accurate volunteer records
* Creativity to develop new opportunities
* Event planning
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| REQUIREMENTSDBS Enhanced check required |  |

**General Information**

* The main duties details the key areas of work however these will be updated as the job progresses
* The work undertaken as part of this role must be carried out within the relevant policies and procedures of Vision Norfolk
* All job holders are required to understand the principles of safeguarding (children, young people and adults) and actively embed this in their everyday work including how to raise concerns
* Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the job level and falling within the general scope of the job, as requested by management.

**Details regarding the post**

**Salary**

The current salary offered is £15,018.00 per annum (£25,030 FTE per annum) for 22.5 hours per week.

Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in that calendar month.

Any weekend or evening work will be reimbursed as time off in lieu.

**Hours of work and working arrangements**

The normal working week for this post is 22.5 hours and covers 52 weeks per year.

You may be required to work flexibly to meet the needs of the service including evenings and weekends.

**Duration:** The post advertised is a permanent appointment.

**Location:** The post holder will be based at one of the following Vision Norfolk offices; Norwich, Great Yarmouth or King’s Lynn.

**Reporting to:** Volunteer Engagement Manager

**Benefits** Stakeholder Pension Scheme with Royal London, Contributions 4% employee, 4% Employer

Westfield Health Scheme covering eye tests and glasses, dental checks and treatment, physiotherapy, consultations etc.

Canada Life Assurance covers all employees and pays 2 times annual salary on death of the employee