JOB DESCRIPTION

**Job Title:** Volunteering Support Officer (Jobs & Benefits)

**Responsible to:** Manager Community Engagement

**Salary Range:**  £20,138 p.a. pro rata

**Summary of Main Responsibilities**

Responsible for promoting volunteering, with particular focus on individuals currently on benefits, supporting them to volunteer through a social action model\*.

**Main Areas of Responsibility**

Promotion and Engagement

* Develop a pilot programme through initiating a series of social action projects with agreed jobs and benefits offices in order to encourage and support volunteering amongst their customers.
* Support the volunteers to carry out the social action projects in a way that meets good practice and is mutually beneficial to themselves and the community
* Support the social action volunteers in their use of the Be Collective volunteer management system to maximise their social cv and learning objectives.
* Work closely with the DfC and Managers to implement and evaluate the programmes providing a detailed report to all stakeholders by the end of March
* Work closely with the Community Engagement Team to ensure successful programme implementation and partnerships with the local community/voluntary sector.
* Raise the profile of volunteering in line with Volunteer Now’s communications strategy through e.g. use of social media, involvement in campaigns, distribution of promotional material.
* Provide an effective information service on volunteering to potential volunteers

Operational Contribution

* Contribute to effective teamwork within the Engagement Directorate and across the organisation.
* Support the implementation of plans to support the volunteering infrastructure.
* Implement agreed systems for measuring, monitoring and reporting performance against key performance indicators and outcomes.
* Represent Volunteer Now as appropriate.

Business Development

* Identify opportunities for improvement and new initiatives to meet Volunteer Now’s aims.

Any other duties

* Contribute to effective communication across the organisation.
* Work within and contribute to the aims and objectives of the organisation.
* Undertake such other reasonable duties as may from time to time be required.

\* Social action is a model bringing together a group of individuals to collectively develop a meaningful time bound volunteering project.

**Contract of Employment:** Fixed Term up to 31st March 2021

**Holidays:** 22 per annum. In addition, statutory/public holidays in accordance with Volunteer Now policy will also be granted.

**Pension:** A flexible retirement pension scheme is provided with Volunteer Now contributing 4.5% of gross salary per annum. You are eligible to join the scheme once probationary period is completed satisfactorily.

**Hours of Employment:** 25 hours per week. Reasonable hours outside this (including occasional weekends and evenings) may be required to fulfil the obligations associated with the post.

**Travel & Subsistence:** Current rates are available from the Corporate Services Manager.

**Location:** Home based working with office base available in Belfast, Antrim, Newry and Enniskillen if required.

**Person Specification**

Applicants must have demonstrable evidence of the following qualifications, core competencies and additional requirements:

**Qualifications**

Third level education **or** three years equivalent experience within the last five years in supporting and developing volunteering.

**Core Competencies**

**Team Building**

Work collaboratively as part of a team to meet defined objectives. Encouraging information sharing and partnership working across your own team and the whole team. Responding constructively to others' ideas and suggestions

**Collaboration**

Establishing strong partnerships with outside agencies. Collaborative working can involve a range of different aspects including building networks, partnerships or alliances.

**Writing Skills**

Being able to communicate clearly and concisely in writing. Including using, plain, appropriate language and structuring ideas clearly.

**Speaking and Listening Skills**

Communicate clearly in both one to one and group situations, using appropriate language tailored to the audience. Maintaining a polite and positive communication style.

**Resourcefulness**

Being resourceful is about finding innovative ways to overcome obstacles or solve problems by analysing information to come up with appropriate and creative solutions. It can also relate to finding ways to deal with unforeseen or challenging situations while getting best use of the resources that you have available.

**Making Decisions**

Deploy logical reasoning to assess the information that you have and make the best decision in the current situation. The ability to understand and prioritise different organisational needs.

**Commitment to Excellence**

Demonstrating a commitment to quality means that you take pride in your work and strive to deliver the best possible results. You should always be looking for opportunities to improve the way you work, generate ideas for streamlining processes and thoroughly check your work.

**Planning and Organisation**

Being able to effectively plan and organise your workload to meet deadlines or achieve targets.

**Trustworthiness**

In the workplace, honesty is a sign of trust. Colleagues and clients depend on your ability to make trustworthy decisions and provide an honest service. Being trustworthy can also relate to your ability to get things done without being constantly chased or completing work without it being checked to ensure it is of the right standard.

**Focus on Beneficiaries**

Beneficiaries should always be at the forefront of decisions and service delivery. For this reason, we apply recognised principles to ensure good customer service and the safeguarding of children and adults who engage with our service.

**Additional Requirements (Essential)**

* Strong understanding and passion for volunteering including the community and voluntary sector in Northern Ireland
* Can successfully motivate and encourage individuals to work together to achieve a meaningful impact through social action
* Has experience of developing and implementing a pilot initiative involving a stakeholder group, analyse the impact and communicate the outcomes for internal and external audiences.
* Hold a full driving licence and/or access to a form of transport which will enable the post holder to carry out the duties of the post effectively.