

APPLICATION PACK

Post: Volunteering Support Officer

(Belfast, North Down & Ards, Lisburn & Castlereagh)



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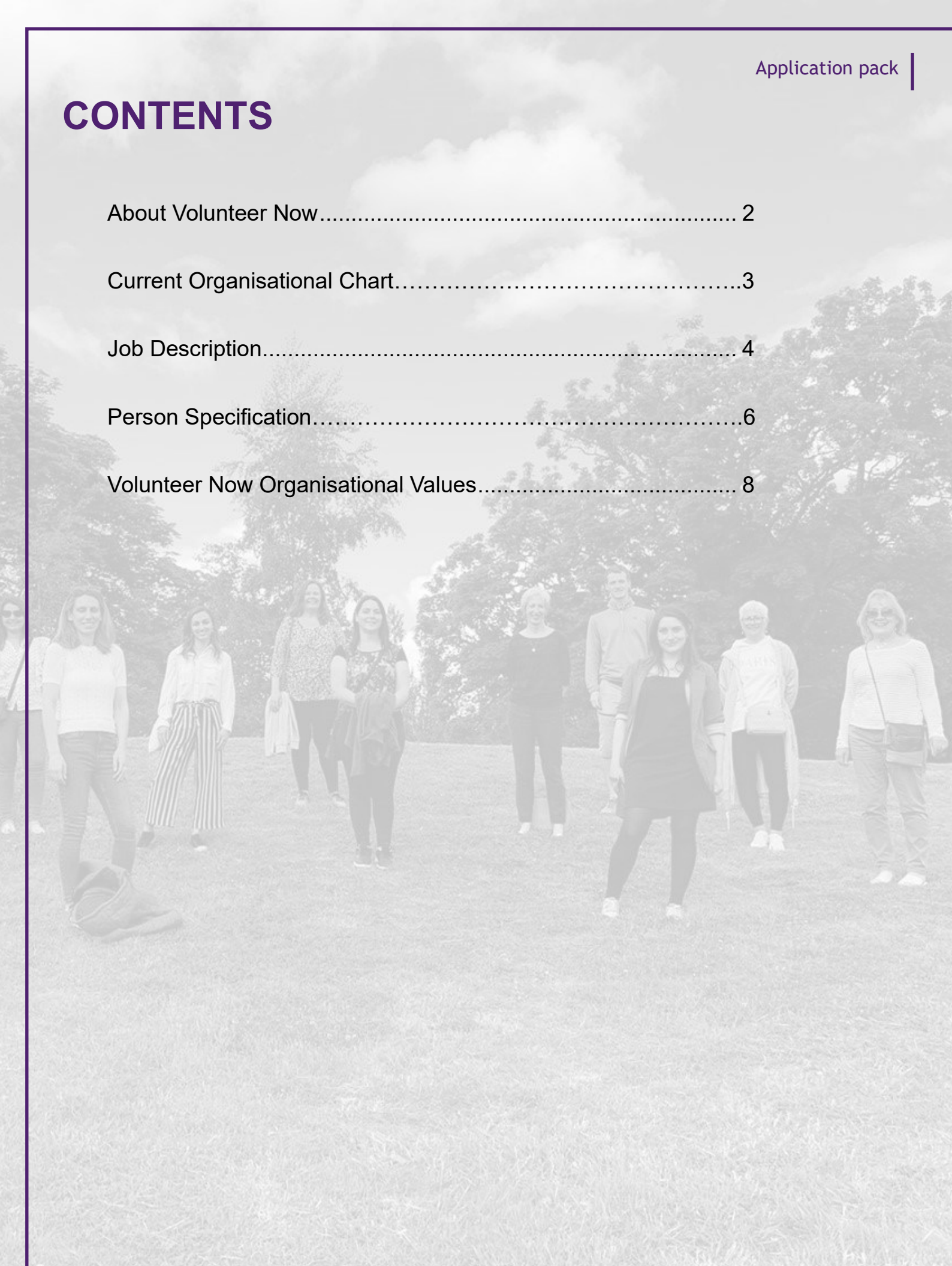
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ABOUT VOLUNTEER NOW

Volunteer Now promotes, develops and supports volunteering across Northern Ireland. Our work enhances recognition for volunteers, provides access to opportunities and encourages people to volunteer. We provide information and support to volunteer involving organisations on volunteer management, governance and on all areas of safeguarding children, young people and adults at risk.

Our **Community Engagement Team** provides support to all things volunteering. We work with individuals and organisations to promote and encourage volunteering. We support organisations to make sure that they are able to involve volunteers effectively.

<http://www.volunteernow.co.uk/volunteering>

Our **Community Projects Team** oversees a range of volunteer involving projects including befriending, driving and capacity building for older people's groups <https://www.volunteernow.co.uk/volunteering/volunteer-with-us/>

We have an **Events** team that recruits and manages the volunteers for major events in Northern Ireland. We are looking forward to recruiting and managing the volunteers at the forthcoming All Ireland Fleadh in 2026 and 2027.

<https://www.volunteernow.co.uk/volunteering/event-volunteering/>

The **Volunteer Now Safeguarding Team** provides support for organisations with both child and adult safeguarding and has worked across Ireland and the UK.

<https://www.volunteernow.co.uk/organisations/safeguarding/>

Volunteer Now Enterprises Ltd (VNE) is a social enterprise company which supports the work and activities of the charity, Volunteer Now. VNE offers training for volunteers and organisations, provides assessment against quality standards including Investing in Volunteers (IIV), consultation and research services, and all forms of bespoke support to volunteer involving organisations.

<https://www.volunteernow.co.uk/volunteer-now-enterprises-ltd/>



This is only a brief summary of the work of Volunteer Now so please visit our website for more www.volunteernow.co.uk or follow us on social media.



[Volunteer.Now](https://www.facebook.com/VolunteerNow)



[Volunteer.Now](https://www.instagram.com/VolunteerNow)

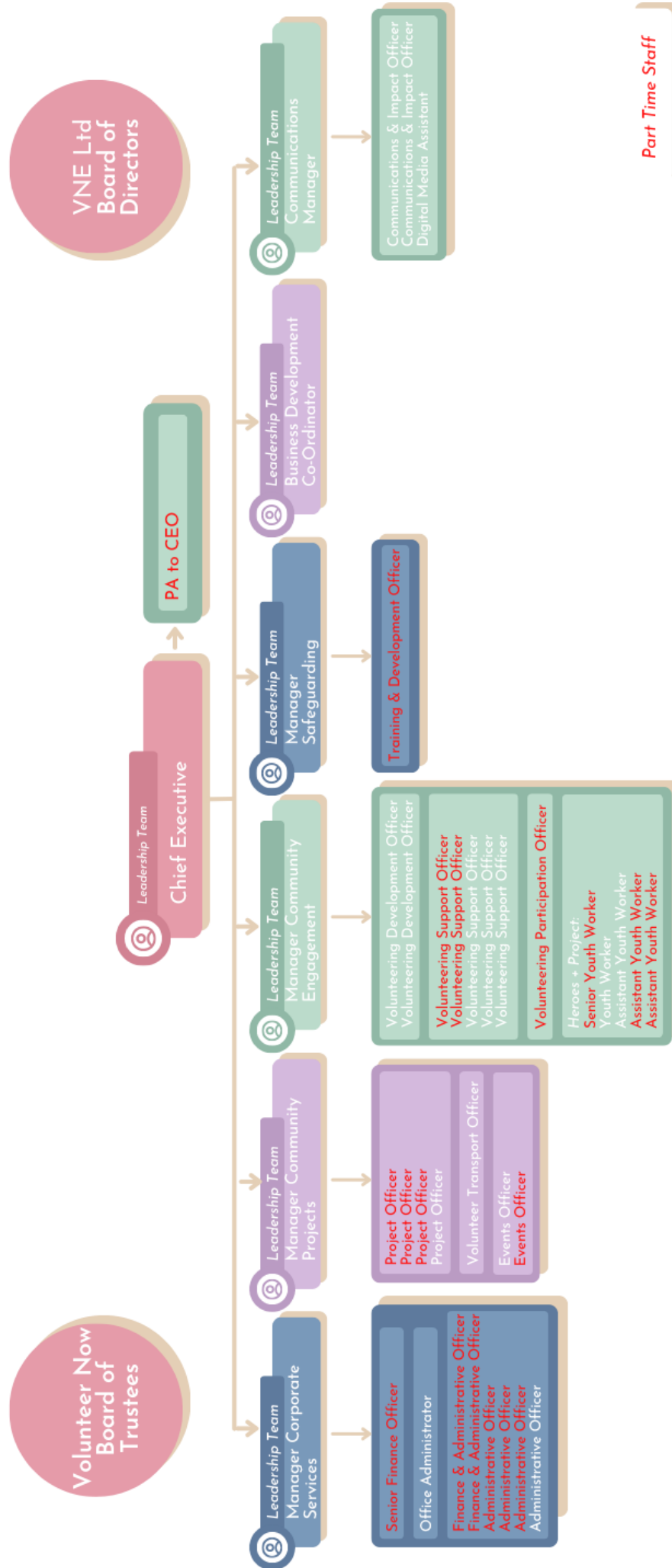


[VolunteerNow1](https://www.x.com/VolunteerNow1) & [VNEnterprise](https://www.x.com/VNEnterprise)



[VolunteerNow1](https://www.youtube.com/VolunteerNow1)

CURRENT ORGANISATIONAL CHART



Part Time Staff

JOB DESCRIPTION

Job Title: Volunteering Support Officer
Responsible to: Volunteering Development Officer
Salary Range: £25,476 p.a.

Summary of Main Responsibilities

Responsible for promoting volunteering and providing a support service for volunteers and volunteer involving organisations in the Belfast, North Down & Ards and Lisburn & Castlereagh Council areas.

Key Responsibilities

Operational Contribution

- Contribute to effective team work within the Community Engagement Team and across the organisation.
- Implement annual operational plans for volunteering infrastructure support.
- 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 income generation across the organisation.

Promotion and Engagement

- Raise the profile of volunteering in line with Volunteer Now's communications strategy through eg use of social media, involvement in campaigns, distribution of promotional material.
- Provide an effective information service on volunteering to potential volunteers through eg information stands, personal contact, website.
- Provide an effective information service for organisations and support them to register opportunities, including developing new opportunities.
- Support effective facilitation of a web based matching service between organisations and individuals using Be Collective and other Volunteer Now systems.
- Raise awareness of volunteering good practice and support organisations to implement good practice including signposting to Volunteer Now Enterprises Ltd services eg training, Investing in Volunteers quality standards.
- Provide services to volunteer involving organisations to ensure safe and effective good practice e.g. delivery of training, carrying out Managing Volunteers Healthchecks, Access NI signatory role.
- Support organisations to develop and promote innovative ways of involving volunteers eg Turn Up and Try.
- Support the recruitment and involvement of volunteers by facilitating activities eg mobile volunteering, one-off volunteering opportunities, campaigns.
- Build and support relationships with local community planning partners, other organisations and networks.

- Recruit, train, support and manage volunteers to support events, programmes, activities on behalf of Volunteer Now and partner organisations.
- Organise events for the purposes of networking, celebrating and communicating with volunteers and volunteer involving organisations.

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.

Contract of Employment:	Fixed term for 18 months (this post has been funded through Lisburn City and Castlereagh Council's PeacePlus programme. 'The Programme is a funding partnership between the European Union, the Governments of the United Kingdom and Ireland, and the Northern Ireland Executive and will be administered by the Special EU Programmes Body (SEUPB).
Holidays:	22 days per annum. In addition, statutory/public holidays in accordance with Volunteer Now policy will also be granted. After one year this rises to 25 days and then a further 1 day per year to a maximum of 30 days.
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:	35 hours per week. Reasonable hours outside this (the nature of the work means that evening and weekend work will be required during events therefore the working hours will be across Monday -Sunday, as applicable) are required to fulfil the obligations associated with the post.
Travel & Subsistence:	Current rates are available from the Corporate Services Manager.
Location:	An office base is available in Belfast (will be required to travel to other locations as necessary). Staff will be required to support the work of the organisation across all of its areas. A hybrid working policy is in place to facilitate home working as part of this post.
Flexibility:	Volunteer Now offers hybrid working and flexible working and family friendly policies.
Career Development:	Training & Development opportunities are provided.

PERSON SPECIFICATION

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

Essential

Qualifications

Third level education **or** three years' experience in the last five years of encouraging volunteering, supporting volunteers and volunteer involving organisations.

Additional Requirements (Essential)

- Can successfully support the promotional activities of Volunteer Now, particularly increase in the number of volunteers and diversity of volunteer opportunities.
- Ability to work with organisations to develop and promote volunteer opportunities.
- Ability to effectively recruit and support volunteers.
- Can successfully use and develop database and website information tools, including manage and review content, to meet organisational objectives.
- 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.

PERSON SPECIFICATION

Core Competencies

Candidates will be required to establish through the recruitment process that they meet the following core competencies:

- **Delivering Excellence** (Focus: quality outcomes, learning, continuous improvement)
- **Thinking Outside the Box** (Focus: innovation, resourcefulness, creativity)
- **Working Together** (Focus: connecting, collaborating, building relationships)
- **Getting Things Done** (Focus: decision making, planning and organising, working independently)

VOLUNTEER NOW ORGANISATIONAL VALUES

Organisational Values

