

Volunteer Officer



Experiment in
International
Living UK

Job Title:	Volunteer Officer
Responsible to:	Chief Executive
Status:	Fixed term contract for 6 months (may be extended)
Hours:	22½ hours per week / 4½ hours per day Monday - Friday Flexible working with TOIL (time off in lieu) for occasional weekend and out of office hours.
Remuneration:	£21,000 pro rata / 0.6 FTE
Annual Leave:	25 days per annum plus bank holidays
Location:	EIL UK offices in Malvern and occasionally other locations.
Key contacts:	Internal: volunteers, Co-ordinators, Regional Organisers, host families, Programme Managers and other EIL staff and contractors. External: voluntary and community organisations.

Overview of the role

The Volunteer Officer's role is to manage and develop volunteering across the organisation. You will:

- Champion volunteering best practice, inclusivity and diversity across the organisation;
- Ensure the appropriate support and training is in place for volunteers and the staff who manage volunteers;
- Develop volunteer resources and facilitate shared learning to advance good practice;
- Keep volunteer data and registrations up to date and compliant.

Main responsibilities

As a Volunteer Officer, you'll need to:

1. Lead on and manage EIL's volunteering

- Research and write volunteer policies and procedures, including risk assessments
- Liaise with staff to understand how they work and assess their needs to identify volunteering opportunities
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- Raise staff awareness of the role and the function of volunteers and keep them up to date on good practice
- Support staff in the development of programme opportunities for inbound and outbound volunteers

2. Volunteer recruitment

- Promote volunteering through recruitment and publicity strategies and campaigns
- Recruit volunteer host families
- Assess applicant volunteer host families and accommodation to ensure the homestay meets agreed standards
- Collaborate with staff to write volunteer role descriptions and work plans to meet needs
- Recruit and interview volunteers to match them to an appropriate position
- Carry out pre-volunteering checks, including references and Disclosure and Barring Service (DBS) and PVG checks where appropriate

3. Enhancing the volunteer experience

- Provide volunteer inductions and training, as well as debrief interviews for departing volunteers.
- Offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact
- Support the development of Co-ordinators' and ROs' skills and capabilities to support participants and hosts families and improve their experiences
- Ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews
- Assist the Co-ordinators and ROs to resolve homestay issues with tact and diplomacy.
- Organise rotas for office / project volunteers

4. Engaging and communicating with volunteers

- Monitor, support and motivate volunteers
- Plan, write and produce volunteer newsletters and regular communications
- Update volunteering content on EIL's website/s and social media
- Contribute to the design and help deliver orientation and briefing sessions
- Be aware of safeguarding children and adults at risk and always follow guidelines
- Take part in staff rotas to provide out-of-hours emergency contact for participants and volunteers (training given)

5. Promoting and celebrating volunteering

- Work with colleagues to generate income, write funding bids and raise funds for volunteering
- Celebrate volunteering through profile-raising activities such as Volunteers' Week
- Nominate volunteers for external and internal awards and organise celebration events

6. Monitoring, evaluation and learning

- Share and promote good practice between host families and Co-ordinators/ROs
- Monitor and evaluate activities and write reports for staff, trustees and funders
- Keep up to date with legislation and policy related to volunteering and make any necessary changes
- Provide resources to support host families to meet hosting and homestay standards and outcomes
- Ensure volunteer feedback is submitted on time and act on improvements as appropriate
- Contribute information on volunteering to Programme Reports.

7. Volunteer administration

- Ensure appropriate and accurate data on volunteers and associated activities are recorded
- Maintain databases
- Manage budgets and resources, including the reimbursement of expenses
- Undertake any other administrative duties or tasks within the scope and role of this post

Key competences

Interpersonal skills

- Excellent communication skills, including networking and presentation skills
- Strong interpersonal skills, to deal with a diverse range of people
- Ability to build positive relationships with colleagues and across the wider EIL team
- Empathy with volunteers and an understanding of their needs
- The capacity to inspire and motivate others
- Negotiating, influencing and problem-solving skills

Project management experience

- Good organisational and time management skills, with the ability to multi-task and plan and prioritise your workload and complete tasks with accuracy and attention to detail
- Experience of managing or coordinating projects and volunteers
- The ability to cope with limited resources, seize opportunities and think creatively

Organisational skills and experience

- The ability to deal with information in a confidential manner and respond with sensitivity
- Administrative and IT skills (MS Outlook, Word, Excel and PowerPoint), and an ability to maintain records and produce clear written and oral reports
- Numerical skills as the role involves budget management
- Experience of working across different sectors and developing links with other agencies

Personal skills and approach

- A flexible and non-judgemental approach to people and work
- Able to deal with the unexpected whilst remaining calm under pressure
- Respectful of other cultures and ability to get on with people from all walks of life
- Commitment to diversity and developing own and others' skills
- Awareness of equality and diversity, health and safety and safeguarding
- Able to present a clear, knowledgeable, consistent and competent approach

Other requirements

This role might suit a self-employed person. Self-employed sub-contractors are responsible for ensuring their income is declared and all tax and national insurance contributions are paid as required.

It is desirable that the post holder has a current driving licence and own transport, insured for business use. EIL UK provides expenses for travel and subsistence.

This role involves working with young people and adults at risk and you will be asked to complete an enhanced DBS check (PVG in Scotland) which the charity will pay for. You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment.

As this role requires evening and weekend working, you must be willing to work out of office hours and occasional weekends.

EIL UK is an equal opportunities employer that values diversity, and we are committed to providing equal employment opportunities for all employees and all applicants for employment.

How to apply

Applications will be accepted on EIL's [application form](#) (no CVs) including a personal statement outlining how you meet the needs of the role.

Email your application to info@eiluk.org or post it to **EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.**

The closing date for receipt of applications by EIL UK is 12 noon on Wednesday 20 April 2022. Interviews will be held on Friday 29 April 2022.