

EIL UK Job Description



Experiment in
International
Living UK

Post:	Volunteers Officer
Salary:	£24,000 - £30,000 pro rata, depending on experience
Working hours:	0.6 - 0.8 Full Time Equivalent / spread across 3 - 5 days per week Hours can be spread over the week e.g. up to 6 hrs per day over 5 days
Flexible working:	Flexible options are available for this post. TOIL (time off in lieu) for evening, weekend and any out of office hours. Family friendly work practices e.g. reduced hours in school holidays
Annual Leave:	25 days p.a. pro rata + bank holidays. Additional leave for long service.
Benefits:	Pension scheme, death in service cover, health plan with options to add family members. Reductions for family and friends on overseas travel.
Status:	Permanent
Place of work and other locations:	Hybrid: 3 days a week or more at the EIL UK Offices at 17 Graham Road, Malvern combined with home working - must live within 1 hour of the EIL offices. Occasional travel to other locations as required.
Responsible to:	Chief Executive

Overview of the role

The Volunteer Officer's role is to manage and develop volunteering for EIL UK. You will:

- Lead on all aspects of EIL volunteering and manage and develop the Volunteers Team
- Champion volunteering best practice, inclusivity and diversity across the organisation
- Recruit, engage, develop and retain volunteers including Hosts, Coordinators and Regional Organisers
- Ensure the appropriate support and training is in place for volunteers and the staff who manage and support them
- Develop volunteer resources and facilitate shared learning to advance good practice
- Keep volunteer data and registrations up-to-date and compliant.

Main responsibilities

As EIL's Volunteers Officer, you will need to:

1. Lead on and manage EIL's volunteering

Lead on the production of EIL's Annual Volunteer Programme; manage and develop EIL's network of volunteers, volunteering opportunities and schemes based on the needs of the organisation; research, write and update volunteer policies and procedures, including risk assessments and volunteer safeguarding and keep up-to-date with legislation and policies related to volunteering; lead on safeguarding volunteers; and raise staff awareness of the role and function of volunteers and keep them informed of good practice.

2. Manage the Volunteer Team

Manage staff in the Volunteers Team and ensure individual work plans are in place and delivered; collate and analyse data on volunteering; manage office and project volunteers and ensure their contributions are effective and valued; and support staff in the development of programme

opportunities for inbound and outbound volunteers and collaborate on sharing and advancing good practice.

3. Volunteer recruitment

Liaise with staff to understand how they work and identify volunteering opportunities; collaborate with staff to write volunteer role descriptions, guidance, work plans and hosting agreements to meet the needs of all involved; promote volunteering through publicity and recruitment campaigns; and recruit volunteer host families for EIL programmes, projects and volunteer activities.

4. Coordinate EIL's Volunteer Register

Assist and support volunteers through the process to become a Registered EIL Host; keep volunteer records accurate and updated, including information required by staff for compliance e.g. image/privacy permissions; liaise with the Records Officer on pre-volunteering checks, references and safeguarding; and ensure appropriate and accurate data on volunteers and activities is recorded on EIL databases.

5. Coordinate, develop and support volunteers

Train and support volunteers through regular informal contact and more structured reviews/activities and support the development of their skills and capabilities; provide volunteer inductions and training and debrief departing volunteers; and coordinate trained volunteers to assess applicant volunteer host families and accommodation to ensure they meet agreed standards and provide resources to help deliver high quality homestays.

Assist the Co-ordinators and ROs to resolve common homestay issues with tact and diplomacy; offer advice and information to volunteers and external organisations through face-to-face, telephone, on-line and email contact and communications; and organise rotas for office / project volunteers.

6. Engage and communicate with volunteers to enhance the volunteer experience

Plan, write and produce content for volunteer newsletters and regular communications that support, engage and motivate volunteers; propose and produce content on volunteering for EIL's website/s and social media; and collaborate on the design of orientation and briefing sessions and help deliver them.

7. Promote and celebrate 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; keep up to date on volunteering good practice and new developments and opportunities.

8. Monitor, evaluate and apply learning and report on volunteering

Support volunteers to submit feedback on time and act on improvements as appropriate, monitor and evaluate activities and write reports for staff, trustees and funders; contribute information on volunteering to Programme Reports and the Communications Team; and share and promote good practice between host families and Co-ordinators and ROs.

9. Volunteers Budget

Contribute to the annual budgeting process to ensure the budget supports the agreed Annual Volunteering Plan as well as project and host needs, manage the Volunteers Budget in line with EIL financial procedures, process and authorise the reimbursement of volunteer expenses and liaise with EIL's Finance Officer to monitor actual income and expenditure against agreed budgets.

10. Other duties

Take part in staff rotas to provide out-of-hours emergency contact for participants and volunteers. Undertake any other administrative duties or tasks within the scope and role of this post

Key competences

Management and 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 or staff
- 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
- Digital/database experience along with numerical skills as the role involves budget management
- Experience of working across different sectors and developing links with other agencies

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 critical thinking/problem-solving skills
- Comfortable working with officials and a wider range of agencies

Personal skills and approach

- A flexible and non-judgemental approach to people and work
- Able to work on own initiative (efficiently manage own time and workload) and work well in a team
- Good numeracy skills and ability to analyse information and take a logical, evidence-based approach
- Professional manner, accurate and attentive to detail
- An understanding of the key principles of customer care
- Ability to deal with several tasks and competing priorities to meet deadlines
- 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, experience of training desirable
- Awareness of equality and diversity, health and safety and safeguarding
- Able to present a clear, knowledgeable, consistent and competent approach
- Flexible and positive person with a helpful attitude who adapts to change

Other requirements

- Contribute to EIL's annual business plan, strategies and plans
- Commitment to the aims and values of the charity
- Carry out other duties commensurate with this post as required
- Flexible working hours outside normal office hours such as early evenings and occasional weekends
- Travel to other sites for meetings or to lead visits or sessions
- Occasional overnight stays

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) for which the charity will pay. The post-holder must be willing to undertake safeguarding training and responsibilities.

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, evenings and occasional weekends. Additional hours will incur TOIL (time off in lieu of time worked).

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 your completed application form to Sue Preece, EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.

Applications: [application form](#)

Interviews: In the week ending 17 February 2023

Agencies: No agencies thank you.

Deadline: Applications must reach EIL UK by 12 noon Friday 10 February 2023