



People Know How  
525 Ferry Road  
Edinburgh, EH5 2FF  
[www.peopleknowhow.org](http://www.peopleknowhow.org)

## Volunteer Coordinator (VIP Coordinator)

- Salary:** £18,233 to £21,267 (with increments over three years)  
Hours – 37.5  
Pension – 3% contributions  
Life Assurance – 4 times salary
- Duration:** 3 Year Fixed Term (after a 6-month probationary period)  
Potential to become permanent dependent on funding
- Holidays:** 25 days annual leave plus public holidays
- Location:** 525 Ferry Road, Edinburgh
- Start Date:** June 2019

### The Organisation

People Know How is an Edinburgh based social innovation charity (SCIO), now entering our seventh year. We combine an international reach, receiving volunteers and interns from all around the world; with a focus on engaging with local people and local issues.

As an organisation, we are committed to addressing marginalisation and have an ethos that is driven to make a positive difference. We have developed innovative methods to engage and empower people to improve their lives. We believe that together we can create and deliver the most productive and impactful differences for communities.

### Our Mission

To empower individuals to be socially innovative in their communities, by helping them transform their ideas into action. We do this by providing the skills, tools, resources and framework they need to deliver positive social change.

### Our Vision

Communities where people have the opportunity to reach their full potential using their strengths and assets.

### Our Values

- We value people's potential;



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- We invest in creative and dynamic processes;
- We commit to meaningful action;
- We strive for innovative solutions;
- We collaborate with purpose.

## Our Process

We are people-led, placing huge value on people’s lived experiences, whilst also developing evidence-based approaches through reviewing best practice and research. We call this process ‘social innovation’ and every project we run is rooted in this approach. We have developed a model which we have used to deliver on a number of successful projects. Each of our projects moves through a cycle of 4 key phases:

### 1. Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe that “People Know How” to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

### 2. Research

We review literature and best practice guidance to inform people’s ideas and ensure there is an evidence base before proceeding with a project.

### 3. Do

We run projects and deliver activities, putting ideas into practice. We have developed a number of monitoring and evaluation tools which are built into our activities so that we are constantly gathering data to assess our progress and performance.

### 4. Share

We share the approaches and impact of our work to recognise and celebrate the positive outcomes, whilst identifying where improvements can be made. We then ask people for feedback on what we have shared, thus creating a cycle which drives continuous improvement.



## Our Key Projects:

### Social Innovation Programme

In line with our new Strategic Plan to 2025 the programme aims to support and empower communities including people, community groups, new / established charities and to engage in systems change with the public, third, business and academic sectors.



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## Positive Transitions

Established in 2015 to support disadvantaged and vulnerable children, young-people and families. The overarching aim is that children and young-people grow up to be healthy, confident and resilient so they can fulfil their potential.

## Re:Connect

Established in 2017, with a focus on how improved digital skills can help promote social inclusion. It is successful in getting people more interested in how the internet can help them make better social connections to improve their well-being.

## Shaping Your Future

Based in North-East Edinburgh, our project involves empowering local residents to be more active in local planning and decision making. Many residents aspire to be more involved but have never before been presented with the opportunity.

## The Role

We have a unique opportunity for a **VIP Coordinator** to join our team, during an exciting period of growth. All of our projects depend on the support of **Volunteers, Interns and Placement students (VIPs)**. We simply couldn't do it all without them. The role is ideal for someone who can galvanise the support of individuals, build positive relationships and partnerships, lead projects and initiatives, and crucially, build a volunteering programme that brings genuine value to the organisation and a fantastic experience for our VIPs. We are committed to ensuring that they gain as much from the experience of working with us as we as an organisation gain from their contribution. This is enshrined in our People Pledge. The successful candidate will support the Chief Executive and the team in:

- Generating appropriate volunteering, internship and placement opportunities and role descriptions based on the needs of the organisation;
- Promoting volunteering, internship and placements through recruitment and publicity strategies and campaigns;
- Organising profile-raising events to attract new VIPs;
- Leading the selection process for VIPs and ensuring they are appropriately matched and trained for a position;
- Offering advice and information to VIPs and external organisations through face-to-face, telephone & email contact and keep VIP records up to date.
- Ensuring there is appropriate support and training for VIPs;
- Organising rotas and providing inductions and training;
- Monitoring, support, motivate and accredit VIPs and their work in line with the Investing in Volunteers quality framework;
- Supporting volunteers under 25 to achieve the Saltire Award;
- Celebrating volunteering by nominating volunteers for awards and organise celebration events;
- Building relationships with key personnel in organisations from where we might recruit VIPs (e.g. colleges, universities, businesses) to understand how they work, develop partnerships and assess service needs and corporate social responsibility needs;



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- Reviewing and streamlining our policies and procedures, including risk assessments, to ensure they are fit for purpose;
- Managing budgets and resources, including the reimbursement of expenses.
- Keeping up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate change;
- Monitoring and evaluation activities and contributing to reports for funders and trustees;
- Developing relationships and networks based on shared values;
- Collaborating with the team to design delivery models for new and existing work and matching VIP resource;
- Liaising with Communications Officer to prepare content of promotional and informative material;
- Supporting the daily running of the office and carrying out any other duties as required.

### Person Specification: Essential

- Strong communication skills (written and verbal);
- Skilled in using Microsoft Office applications and open to exploring new volunteer management software;
- Strong planning, organisational and administrative skills with the ability to manage a large team with diverse communication styles;
- An understanding of the environment in which voluntary and community organisations operate;
- Knowledge of strategic and operational planning in Third Sector organisations;
- Previous experience of supporting, coaching and mentoring team members and colleagues;
- Creative, with the ability to share ideas and work collaboratively;
- Highly motivated and able to work independently;
- A positive, professional 'can do' attitude;
- Flexible and able to adapt to change to meet the needs of the organisation;
- Ability to work well with others as part of a team;
- Supportive, and able to encourage others to contribute/share ideas;
- Friendly, and able to manage existing relationships and create new relationships with partner organisations;
- Driven to make a real difference with a shared vision and commitment to what we do.



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