**Recruitment pack: Volunteer Organiser**

1. **About GNWCAB**

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity founded in1981. We specialise in providing free, impartial and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, finances and budgeting support.

The information and advice we give is compliant with standards set by the Scottish Government and Citizens’ Advice Scotland. Our services are available to everyone in our local communities. We aim to make them as accessible as possible by promoting equality and diversity, and by challenging discrimination.

We run personal, drop-in advice sessions on Tuesdays, Wednesdays & Thursdays 9am-4pm at our bureau headquarters at 2nd Floor, 1455 Maryhill Road, as well as appointments for returning clients with complex cases. We also operate extensive outreach services, providing advice and information in local communities across North West Glasgow.

Our Bureau is one of the most progressive and dynamic advice and information services in the country. Our Bureau is made up of around 70% dedicated volunteers and supported with 19 staff members, and an experienced board of trustees. Collectively, the team has expertise in many areas relevant to our work, including welfare rights, immigration and asylum, and languages. Together we are working hard to achieve our aim of improving people’s lives by providing the information required to overcome challenges they face, and by influencing the development of policies and practices locally and nationally.

1. **About the job**

Glasgow North West Citizens Advice delivers high quality advice services through its excellent volunteer advisers. Volunteers are integral to the Citizens Advice ethos, sharing their experience and expertise both in house and in their wider communities to help empower those most in need. At GNWCAB, our volunteer strategy reflects the diversity of our communities, and as such we are committed to delivering a unique model of engagement and training covering a wide range of financial and rights issues for people from minority backgrounds, giving them the opportunity to up-skill in advice, leading to further opportunities for volunteering, employment and education. Our equalities project focusses on engaging with individuals from a range of communities, and we are looking for an experienced volunteer organiser to ensure that the needs of both volunteers and the bureau are met throughout the engagement, recruitment, training, mentoring and overall volunteer experience. Liaison across the bureau team is central to the role, as is an organised, systematic approach to delivering the responsibilities of the role.

**Job Description**

Duties include but are not restricted to the following:

**Project Delivery**

* Following established referral procedures, interview new volunteers and agree terms of engagement for volunteers.
* Ensure that reports on outputs and outcomes of the services are prepared and delivered timeously.
* Manage resources as delegated

**Volunteer Management General**

* Ensure all volunteers receive clear guidance on their roles, appropriate support and/or supervision and attend review meetings where necessary.
* Maintain records of volunteers’ personal details, availability and work completed in accordance with GDPR.
* Contribute to recruitment campaigns, including giving presentations to outside agencies
* Organise social events for volunteers. Celebrating volunteering by nominating volunteers for awards and organising celebration events.
* Liaise across bureau team when recruiting volunteers to identify appropriate volunteering opportunities.
* Liaise across bureau team to ensure that volunteers are matched with appropriate mentors from the wider team, and ensure that mentor meetings are taking place, and productive.
* Generate appropriate volunteering opportunities and role descriptions based on bureau requirements.
* Recruit volunteers and deliver induction training that ensures all volunteers are prepared for their role. (This includes some evening and occasional weekends).
* Organise events that allow volunteers to contribute to the development of their role within the organisation.
* Adhere to risk assessment guidelines and contribute to the routine review of these.

**Miscellaneous**

* Contribute to GNWCAB communications strategy. This includes producing articles for publications and electronic media.
* Participate in GNWCAB supervision and appraisal system.
* Attend GNWCAB team meetings, away days, training and other forums as requested.
* Comply with Fresh Start’s company policies and procedures.
* Completing general administration tasks relating to bureau operation.
* Any other duties deemed appropriate to the role as and when required.
1. **Terms and conditions (summary)**
* **Hours:** 35 hours per week, Monday – Friday
* **Salary:** £21-23k (depending on experience)
* **Location:** GNWCAB, 1455 Maryhill Road, Glasgow, G20 9JA
* **Holidays:** 25 annual leave days plus 10 public holidays (office closures) per year
* **Pension**: 6% employers contribution pension
1. **Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| * Experience of coordinating volunteers (A)
 | * Experience of the advice sector
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| * An understanding of the needs and motivation of volunteers and the ability to adapt to those needs (A/I)
 | * Qualified to SCQF level 6 or above in relevant subject
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| * Experience of delivering training to volunteers (A/I)
 | * Willingness to help cover drop-in during busy periods (pending training)
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| * Knowledge and understanding of the advice sector, and the broad range of topics covered through Citizens Advice (A/I)
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| * Ability to communicate with a broad range of stakeholders, including team, customers, community partners and funders (A/I)
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| * The ability to work unsupervised and a proactive approach to problem solving.(A/I)
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| * Proficient in I.T and familiar with Microsoft Office packages (I)
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| * Commitment to the aims and values of GNWCAB (I)
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| * A willingness to be adaptable and be flexible in a small team environment (A/I)
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| * A willingness to contribute to the promotion of GNWCAB through written work and public speaking (I)
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1. **How to apply**

Please complete the attached application form, and outlining how your skills and experience matches the job description and how you meet the person specification to and email to: bureau@gnwcab.org.uk **by 5pm on Friday 24th May 2019.**

Alternatively you can post your CV and letter to: Rob Gallagher, GNWCAB,1455 Maryhill Road, Glasgow, G20 9AA.

Further information about GNWCAB can be found on our website: [www.gnwcab.org.uk](http://www.gnwcab.org.uk)