

**Volunteer Adviser**

20 hours per week

Job Description

**The Organisation**

Volunteer Edinburgh provides access to volunteering to members of the public and support to organisations that involve volunteers. It is a company limited by guarantee with Charitable Status. The organisation promotes and develops volunteering in Edinburgh through a range of projects and has a key leadership role in making Edinburgh a city in which volunteering in all its forms can flourish and thrive.

**Function of the Post**

* Providing a front-line information service to members of the public who are seeking volunteering opportunities.
* Maintaining the database of volunteering opportunities in Edinburgh and carrying out administrative work that supports this service.
* Supporting front line service volunteers who assist with this work, offering them help and guidance in the delivery of the work.
* Advising volunteer involving organisations on best practice in volunteer’s management.

**Place of work**

The main place of work is Volunteer Edinburgh’s main office at 222 Leith Walk, EH6 5EQ.

**Accountable to**

The Core Services Manager and then the Chief Officer.

**Main Responsibilities**

* To be a first point of contact for all customers and visitors to Volunteer Edinburgh, providing a high quality, welcoming and friendly service to all.
* Promoting the benefits of volunteering and assisting members of the public in finding volunteering opportunities through the daily public drop-in (face-to-face).
* Responding to email and telephone enquiries about volunteering, effectively routing members of the public to the appropriate Volunteer Edinburgh service.
* Ensuring that Volunteer Edinburgh’s database of volunteering opportunities is kept up to date by inputting information, printing, filing and reviewing as required.
* Supporting Volunteer Edinburgh’s own volunteers who assist with the delivery of the front-line service. These volunteers perform a variety of functions e.g. covering the welcome desk and carrying out reception and administrative tasks.
* Working with the Communications Coordinator and the Senior Volunteer Adviser, to make the most of Volunteer Edinburgh’s online presence and other marketing channels to promote Volunteer Edinburgh and volunteering to volunteers and potential volunteers.
* To provide general administrative services such as photocopying, filing, assisting with mail outs, making phone calls, and other tasks as and when required.
* To answer enquires from Volunteer Involving Organisations (VIOs) on best practice in volunteer’s management and to direct VIOs to the appropriate service within Volunteer Edinburgh.

**Shared Responsibilities**

Volunteer Edinburgh is a small organisation. All staff are expected to be able to work flexibly and to share collective responsibilities for core Volunteer Edinburgh work. This includes supporting our volunteers, advising members of the public who approach us and supporting activities promoting best practice in volunteer’s management. Staff may also be required to take on additional tasks from time to time in consultation with the Line Manager.

**Outline Conditions of Service:**

**Supervision:**

Supervision sessions with the Core Services Manager at six weekly intervals.

**Salary**

Salary scale is SJC pt 15-19 (full time equivalent £19,698 to £21,559 based on April 2020 scales). Increments are applied annually in April.

Starting salary is SJC pt 15 £11,256 p.a. at 20 hrs.

**Hours of Work**

Normal working hours are 20 per week.

Volunteer Edinburgh offers time off in lieu. Occasional evening or weekend work may be required.

**Holidays**

Annual leave entitlement is 29 days plus 6 public holidays (pro rata for part time employees).

The leave year runs from the 1st April to 31st March.

There are also 2 additional 'floating' days which are normally taken over the Christmas/New Year break when the office is closed.

**Pension**

Volunteer Edinburgh offers an Employer Pension Scheme. Volunteer Edinburgh pays a 7% employer pension contribution and employees must pay a minimum contribution of 3%. Staff members may opt out if they wish.

**Termination**

A minimum of one calendar month notice will be required.

**Probation**

There will be a probationary period of six weeks followed by a review.

**Review**

This job description is open to review by Volunteer Centre Edinburgh’s Chief Executive and Management Board as and when appropriate in consultation with the post holder.