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**Job Description**

**Title:** Organisation Support Coordinator

**Responsible to:** Organisation Support & Development Services Manager

**Location:** Brunswick House, 51 Wilson Street, Glasgow, G1 1UZ.

**Salary grade:** VGF/VGG (£21,004 - £26,323 per annum)

**Hours:** 34 Hours

**Purpose of the Post**

* You will have co-ordination responsibility – in partnership with the Organisation Support and Development Services Manager – for fulfilling the relevant elements of the Volunteer Glasgow Strategic Plan (2019-24)
  + Empower more people to take up appropriate, high quality, inclusive volunteering opportunities in the organisations and communities across the city that need their support and
  + Facilitate and deliver high-quality learning, guidance, employability and capacity-building programmes for volunteer-involving organisations and for people requiring additional support to make their contributions.
* Organisation Support and Development Services will focus on (a) supporting public and third sector organisations to find the volunteers they need and (b) offering an effective range of services that enable more organisations in the public and third sectors to offer more inclusive, high-quality, appropriate opportunities.
* Organisation Support and Development Services will make a significant contribution to the achievement of the following Objectives within Glasgow’s Volunteering Strategy 2019-24;
  + All Community Planning Partners recognize the positive impact increased volunteering can have on achieving local and national policy priorities are supported to develop, agree and implement appropriate strategies. (*Obj 1*)
  + Volunteer Glasgow, as the city’s one-stop shop for volunteering, will further develop its digital services and partnerships to ensure it is as easy as possible for all sections of the community to identify and access high quality, inclusive opportunities in the one place. (*Obj. 5*)
  + Volunteer Involving Organisations across all sections will be encouraged and supported to increase the number of high quality, inclusive opportunities they offer. (*Obj 6*)
  + There will be an increased number of Volunteer Involving Organisations enabled to improve quality and inclusive practice to appropriate, recognised quality standards. (*Obj 7*)

**Duties include:**

**Service Delivery and Development**

* In partnership with Organisation Support and Development Services Manager, assist in the development of Organisation Support and Development Services in line with relevant strategic objectives and the needs and aspirations of service users and stakeholders by facilitating the co-design of services.
* In partnership with Organisation Support and Development Services Manager, assist with the day-to-day delivery of Volunteer Glasgow’s Organisation Support and Development Services, ensuring that these are delivered to agreed outcomes, targets and standards.
* Maintain, review and develop a sectoral caseload of Volunteer Involving Organisations, supporting them to develop and promote their opportunities in line with best practice.
* In partnership with Organisation Support and Development Services Manager, assist in continuous service quality improvement.
* Plan and deliver a range of communication and engagement activities in order to ensure maximum possible take up of Volunteer Glasgow’s Organisation Support and Development Services by volunteer involving organisations across all sectors.
* Deputise for the Organisation Support and Development Services Manager at meetings and events when required to best represent and meet the needs of Organisation Support and Development Services’ stakeholders.

**Staff, Volunteer and Student Management**

* Provide support, supervision and appraisal to staff, students, volunteers and trainees as required, including ensuring the continuous professional development in line with Volunteer Glasgow policies and procedures.
* Assist Organisation and Support Services Manager in the recruitment of Team staff, students, volunteering placements in accordance with Volunteer Glasgow Policies and Procedures, assisting in designing and agreeing job and role descriptions.
* Organise and prioritise workloads in accordance with key objectives and priorities.
* Maintain Team personnel records such as staff timesheets, holiday entitlements, absence monitoring in accordance with Volunteer Glasgow policies and procedures.

**Organisation Management and Accountability**

* Ensure that the working environment for Organisation Support and Development Services Team complies with health and safety regulations and that Team members are aware of their responsibility in relation to their own safety and the safety of colleagues, students, volunteers and service users.
* Contribute to Volunteer Glasgow wider organisational and strategy development with the Organisation Support and Development Services Team.
* Be accountable to the Organisation Support and Development Services Manager.

**Financial Management**

* Assist Organisation Support and Development Services Manager in the development and submission of relevant budget proposals for agreement with Senior Management Team and Board of Directors.
* Explore fundraising activities and assist in the preparation and submission of funding applications in consultation with the Senior Management Team, Community Fundraising and Events Officer and Board of Directors.
* Assist in the day-to-day management of Organisation Support and Development Services expenditure such as processing invoices, petty cash claims, volunteers’ expenses etc.
* Assist Organisation Support and Development Manager to ensure compliance with funders’ expectations.
* Provide Personnel information as required for monthly payroll

**Partnership Working and Communications**

* Assist in the planning and delivery of effective communications strategies and activities to ensure maximum take up of Volunteer Glasgow’s Organisation Support and Development Services.
* Work with colleagues to raise the profile of Volunteer Glasgow as a whole and each of the charity’s services through networking, partnership work and effective communications strategies and plans.
* Assist the Organisation Support and Development Services Manager and other colleagues to improve communications, public and supporters relations thereby delivering our Strategic Plan key change project.

**Other responsibilities**

* To undertake such other duties as required and which are appropriate to the grade and purpose of the post.
* In consultation with the Organisation Support and Development Services Manager, identify and undertake such training and development opportunities as may be required to keep up-to-date and fulfil the professional requirements identified for this post.

**Selection Criteria:**

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|  | Essential | Desirable |
| Experience: | * At least 2 years’ experience within a volunteering /third sector / education / community learning environment * Experience of managing staff and/or volunteer teams to deliver effective organisational support services. * Proven track record of supporting organisations to develop, promote and effectively manage volunteering programmes. * Experience of working in team environment * Experience of assisting in the design and delivery of training * Experience conducting and participating in meetings/forums/networks | * Experience of developing new initiatives/services with key partners * Planning and facilitating forums/networks/focus groups * Experience of working with Team Kinetic digital volunteering platforms |
| Knowledge: | * Working knowledge of best practice in volunteer management including designing appropriate roles, inclusive recruitment strategies and effective retention * Working knowledge of the effective use of social media and digital platforms in promoting services. | * Working knowledge of volunteering-related quality standards e.g. Investing in Volunteers, Volunteer Friendly Award |

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| Qualifications: |  | * Vocational Qualifications are not a prerequisite for this post. However recognised qualifications in Volunteer Management and/or Organisational Development may prove advantageous |
| Special skills: | * Ability to plan and deliver effective partnership working and service development * Excellent planning and organisational skills. * Ability to communicate effectively with people of all ages, backgrounds and life experiences |  |
| Personal Qualities: | * Strong commitment to Volunteer Glasgow’s vision, mission and principles * Ability to plan, prioritise and work in an demanding environment |  |