

Volunteering Coordinator

Strathclyde
Students'
Union



Job Description

Organisation	University of Strathclyde Students' Association		
Reports To	Student Opportunities Manager	Grade	5
Salary	£23,487 to £26,341	Contract Type	Permanent
FTE	1.0 (35 hours/week)		

This role will develop and support the volunteering provision at Strathclyde Students' Union (Strath Union) across all areas within the organisation, seeking to increase student engagement in both Union-delivered volunteering opportunities and those delivered by external providers. Delivering training, events, and workshops will be a significant part of this role as well as actively seeking and developing new volunteering opportunities and creating new partnerships with volunteer providers. The delivery of an effective volunteer recognition and reward scheme across the organisation will be a key measure in ensuring that volunteering is embedded in the student community.

Job Scope

Main Responsibilities:

- Develop and enhance the Volunteering offering for the Union, acting as the main point of contact for organising activity and disseminating information across the organisation.
- Support the Student Opportunities Manager to recruit, train and manage Welcome Team Volunteers during Freshers week and various event throughout the academic year.
- Coordinate and deliver the Hear to Listen initiative with support from the Advice Manager
- Work with colleagues in relevant teams to support volunteers across the organisation, including societies, sports clubs, academic reps, inclusion groups, widening access, and action groups.
- Develop and maintain partnerships with volunteering providers.
- Coordinate events and engagement opportunities for National Volunteering Week, International Volunteering Day, and at other relevant times throughout the year.
- Support the Student Opportunities Manager to deliver STAR (Volunteer Recognition) Awards annually.
- Update and maintain Strath Union's Volunteer Policy.
- Collaborate with colleagues to develop and implement effective training toolkits and organise a programme to develop student leadership skills.
- Develop and implement an effective volunteer recognition and reward scheme. Increase engagement with the scheme and encourage all volunteers to request their Volunteer Achievement Record at graduation.
- Coordinate and develop content for social media channels and webpages including videos and other digital media.

- Develop resources and create a strong online presence for volunteering within the Students' Union. Maintain the Volunteering pages on our website, ensuring provider and volunteer profiles are up to date.

Support:

- Support the delivery of relevant training for groups such as Academic Reps, Welcome Team, Sports Clubs & Societies etc. as directed by the Student Opportunities Manager.
- Support and facilitate student fundraising activities.
- Support the elected Student Officers with recruiting and supporting volunteers for their campaigns and initiatives.
- Support the work of the Student Opportunities Manager and other colleagues in delivering departmental projects and events.
- Contribute to annual impact reporting for relevant areas relating to Volunteering.

Student Care:

- Work in effective collaboration with Student Officers and all departments within Strathclyde Students' Union.
- Ensure that students' expectations are exceeded wherever possible.
- Deal with feedback in a courteous, efficient, and timely manner.

General:

- Comply with all Strath Union policies, procedures, and governing documents.
- Always work within Strath Union's Mission, Vision, and Values.
- Be responsible for all health and safety requirements related to the role.
- Undertake any other tasks commensurate with the level of appointment that may from time to time be reasonably requested.
- The post holder is expected to portray a positive image of Strath Union, both internally and externally and to set high standards of personal integrity and professionalism at all times, leading by example.
- The post-holder is expected to build and maintain professional networks to ensure knowledge is kept up to date.
- The post-holder is expected to undertake such personal and professional development as required to maintain appropriate knowledge and skills to fulfil the requirements of the role. This may include attending events away from the offices of Strath Union and outside of Glasgow.
- Sustainability is a strategic priority for Strath Union and the post-holder will be expected to engage with sustainable workplace practices and relevant training such as carbon literacy.

Key relationships:

- **Internal:** Student Engagement Management, Elected Student Officers and Representatives, and other Strath Union staff including Student Engagement, Finance and Marketing and Communications team members.

- **External:** University of Strathclyde, NUS, colleagues in other students' unions, any other relevant external organisations to the role.

Person Specification:

Qualifications	Essential	Desirable
Degree level qualification or equivalent professional experience	x	
Knowledge & Experience		
Experience of working with volunteers and relevant knowledge of volunteer policies	x	
Experience of event and/or project management	x	
Experience of creating and delivering training	x	
Working knowledge of social media channels		x
Experience of coordinating volunteer programmes		x
Relevant knowledge of developments in the Student Union and Higher Education sectors		x
Job Related Skills and Abilities		
Ability to establish and maintain strong working relationships with internal and external colleagues and partners	x	
Ability to present information clearly and concisely in writing or verbally	x	
Ability to create volunteering initiatives that support and engage the student community.	x	
Ability to create relevant and engaging content for website and social media platforms		x
Ability to work within a budget and carry out relevant administrative tasks		x
Personal Qualities		
A positive, student-centred approach	x	
Reliable and trustworthy	x	
Self-motivated and able to work using own initiative	x	
Ability to engage positively and proactively with a wide range of students and stakeholders from diverse background and cultures and with diverse needs	x	
Commitment to equal opportunities	x	

Other:

- The role is subject to a 6-month probationary period.
- The post-holder will be eligible to join the Strath Union workplace pension scheme.
- The post may include weekend and occasional evening work.
- It is expected that the starting grade for this role would be 5.1.
- 31 days' annual leave per year plus 11 public/bank/local holidays (pro rata as necessary).
- Hybrid working may be available for this role.

Strathclyde Students' Union is committed to promoting diversity and equality for all and welcomes applications from candidates of all backgrounds. We particularly welcome applications from applicants with disabilities, from ethnic minority backgrounds, and those with diverse sexualities or marginalised gender identities as these groups are underrepresented.