



FOSS
Friends of Scottish
Settlers - Falkirk

Post: Volunteer Coordinator

Responsible to: FOSS Volunteer and Partnership Manager

Contract Type: 1 year with probability of extension subject to funding. Part time (21 hours per week)

Salary: Pro rata to a full time equivalent salary of £30,958 per annum

Place of work: Remote working (within reach of Falkirk in order to attend frequent in-person sessions and gatherings)

About FOSS: Friends of Scottish Settlers (FOSS) envisions a Falkirk District that is multicultural, multilingual, and welcoming, where local people, organisations, and services are equipped, supported, and willing to cultivate wellbeing, solidarity, community, curiosity, and respect among newcomers and longtime residents. Through befriending and other voluntary activities, we enable newcomers to Falkirk District to build links and bridges with other locals, shaping and making use of the knowledge, networks and services we all need to live full, self-determined lives.

FOSS builds fruitful relationships through a culture of integrity, respect, solidarity, empowerment, and welcome. We began as an informal befriending project for resettled Syrian families in 2016, and, primarily through a befriending model, now engage a range of newcomers to Falkirk District including Sudanese, Syrian and Ukrainian refugees and people in the asylum system. With partnership working, targeted activities and programmes, fundraising, advocacy, and good information, FOSS enables local volunteers and newcomers to strengthen and proliferate support networks within our communities. This also helps us to act constructively together in response to rapidly changing world events and policy that impact our lives.

Purpose of the post: Experienced Volunteer Coordinator to train, support and grow FOSS's Volunteer base (currently around 30 Volunteers), as well as coordinate and help produce and disseminate procedures and resources necessary for Volunteer and Client safety and care. The Volunteer Coordinator will work closely with the FOSS Outreach Officer to establish and monitor Befriending relationships, oversee non-Befriending Volunteer roles like Material Needs delivery, as well as coordinate and maintain oversight over Volunteer-led activities and Volunteer support of asylum-seeking Clients staying in Falkirk's ex-hotel asylum facility.

Main Responsibilities:

- Keep accurate and timely Volunteer records (e.g. Volunteer agreements, records of car insurance for Volunteer drivers, feedback)
- Screen and approve prospective Volunteers for onboarding (e.g. checking references, disclosures)
- Deliver Volunteer induction and training programmes, and work with the Outreach Officer (Client-facing role) to address gaps in Volunteer training. Ensure Volunteers are aware of and have easy access to key policies and procedures relevant to their roles

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- Carry out and oversee Volunteer Communications (regular in-person meetings and gatherings with Volunteers as well as written/digital communications)
- Support the organising of community events
- Work with the Finance Administration Officer to ensure timely reimbursement of Volunteer expenses
- Carry out and develop FOSS Volunteer support (e.g. regular supervisions and/or check-ins, training, exit interviews and feedback mechanisms as appropriate, as well as Volunteer recognition and appreciation)
- Adhere to a scheme of delegation
- Ensure timely completion of administrative tasks related to the post
- Act as a key contact for Safeguarding and Grievance/Complaints procedures
- Periodically review and ensure all relevant policies and protocols are fit for purpose
- Keep accurate records adhering to confidentiality policies and legal requirements (UK GDPR)
- Communicate effectively, and maintain positive relationships with internal and external stakeholders
- Help to set up and maintain relevant databases, filing systems, and spreadsheets
- Monitor and occasionally update social media and field emails
- Represent FOSS as a strong and committed ambassador
- Value diversity and promote equality within all aspects of working
- Promote positive working relationships amongst staff to ensure effective teamwork

Person Specification

These are the qualifications, skills, experience, knowledge and other attributes that are required to perform the job and will form the selection criteria.

FOSS Staff are a small, part-time team acting as stewards, coordinators, and fundraisers for currently around 30 Volunteers, most of whom take on various befriending, activity and signposting roles as required by newcomers to Falkirk District. Some Befrienders volunteer with families or individuals, most of refugee background, who are settling into life in Falkirk. Others volunteer on small-scale group activities such as group games, city or historical orientation trips, and/or assisting individuals in Falkirk's ex-hotel asylum facility to do a range of things from filling out forms to accessing sport and other local activities. We also have non-Befriender roles like Material Needs and Fundraising, as well as a Solidarity Team that includes Volunteers and Clients focusing on patterns of inaccessibility that impact people locally and what we can do together to address them.

The criteria below are based on our need for a Volunteer Coordinator who can meet organisational demands and also be motivated by the creativity and open-mindedness required to appreciate and make the most of our Volunteers' rich variety of interests, abilities, ages, languages, literacies, cultures and ways of being and communicating.

Essential

1. Excellent organisational and administrative skills in, for example, maintaining effective filing/record-keeping systems and databases

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2. Employs effective strategies for prioritising and managing competing demands and a varied workload
3. A high level of attention to detail
4. Is self-motivated, disciplined, and works well independently and as part of a team
5. Displays flexibility and creativity in identifying opportunities and problem-solving
6. Experience of successfully managing Volunteers (or commensurate people-management), including cultivation of qualities that promote Volunteer retention (e.g. leading and motivating, celebrating differences, interpersonal and organisational support that enhances Volunteer satisfaction, safety and agency)
7. Excellent communication skills: written, verbal, face to face
8. Adapts and improves systems and processes in response to organisational needs and feedback
9. High level of competency in IT suites such as Google Workplace or Microsoft word, which include spreadsheet, word processing, email and calendar applications

Desirable

10. Experience of Google Workplace
11. Experience and confidence navigating multiple languages, cultures and backgrounds
12. Experience of grassroots community organising
13. Familiarity with the third sector in Falkirk and/or the Central Belt
14. Understanding of challenges faced by migrant and refugee communities in Scotland
15. Experience of managing social media

Orientation/induction: To enable the new Volunteer Coordinator to become familiar with the responsibilities belonging to this vital role, in addition to induction sessions with the line manager, there will be a handover period consisting of dedicated time spent with relevant Staff and Volunteers to ensure a smooth transition.

Outline Conditions of Service:

Supervision: Supervision sessions with line manager (the Volunteer and Partnership Manager) at quarterly intervals. FOSS also has a Problem Solving Policy and a Grievance Procedure, so any issues can be addressed promptly, safely, and constructively.

Salary: Salary is 21 hrs per week pro rata, £30,958 full time equivalent (for a 35 hour week) per annum. The postholder will be paid monthly, one month in arrears around the 25th of the month.

Salary will be reviewed in July 2025 and annually thereafter with any resultant increase being applied with effect from the following 1st August

Hours of Work: Normal working hours are 21 per week.

The working pattern is negotiable. Working hours over three, four or five days, Monday to Friday is preferable. FOSS offers time off in lieu. Occasional evening or weekend work may be required.



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Working from home: It will be the employee's responsibility to ensure they are able to work from home in a safe and effective manner. FOSS will supply a Chromebook, keyboard, mouse and screen for the employee's use, but are unable to cover bulky items of furniture such as a desk and office chair, or to contribute to electricity, internet, or heating.

Holidays: Annual leave entitlement is 29 days plus 5 public holidays (pro rata for part time employees - in the case of a 21-hour work week, this is 17 days). If your employment starts or finishes part way through the holiday year, your holiday entitlement during that year shall be calculated on a pro rata basis, rounded up to the nearest half day. The leave year runs from the 1st January to 31st December.

Pension: Employees are automatically enrolled into the NEST contributory pension scheme (National Employment Savings Trust), or similar from the first day of employment. FOSS pays a 3% employer pension contribution and employees pay a contribution of 5%. Employees may opt out if they wish. For more information, see nestpensions.org.uk

Termination: Outside the probationary period, a minimum of one month's calendar notice will be required. During the probationary period, the notice period is one week.

Probation: There will be a probationary period of three months followed by a review.

Review: This job description is open to review by FOSS's Volunteer and Partnership Manager and Board of Trustees as and when appropriate in consultation with the post holder.

Application process: To apply please fill out the Application Form included in the application pack. Referees will not be contacted until an offer has been made and accepted.

Completing the Equal Opportunities Monitoring Form is entirely voluntary and will be used for analysis purposes only. The information supplied will be kept confidential. We value diversity, promote equality and encourage applications from people of all backgrounds.

The closing time is 5 pm, 30 June 2025.

Interviews will be held at CVS Falkirk and District offices, Unit 7b, The Courtyard, Calendar Business Park, Calendar Rd, Falkirk FK1 1XR week commencing 14 July 2025. Ideally, we would like the successful candidate to start their orientation and induction in August 2025. Feedback can only be provided to applicants who reach the interview stage.

Applications should be sent to recruitment@cvsfalkirk.org.uk If you have any queries regarding the role please email recruitment@cvsfalkirk.org.uk

Due to the nature of our work, the appointee must be willing to undergo a Disclosure Scotland check.

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