iona community

Work with the Iona Community

Transforming lives to change the world.

Suite 9, Fairfield
1048 Govan Road
Glasgow G51 4XS
Scotland UK
t +44 (0)141 429 7281
e icrecruitment@iona.org.uk
w www.iona.org.uk

Iona Community Job Description

Job Title	Volunteer Co-ordinator
Location	Iona Abbey
Line Management by	Island Centres Operations Manager
Salary	Residential Team allowance of £779.17 per month (£9350 p.a.); all rent, bills and food included.
Pension	Nest Pension scheme is offered to all employees
Holidays	37 days inclusive of Public Holidays
Duration	Three years
Probation Period	Six months
Hours of Work	35 hours per week; with Common Life commitments in addition.
Protection of Vulnerable Groups	This post is exempt from the Rehabilitation of Offenders Act The post-holder must be or become a member of Scotland's Protection of Vulnerable Groups Scheme.
Date of this Version	June 2026
Common Life Accountability	Working for the Iona Community as part of the Resident Team is more than a job – it is a way of life. We live and work together as a community, committed to sharing a common life. This means that staff share in tending a home with one another, while also sharing daily tasks, worship and recreation with the guests who join us in community, and with each other. Living like this can be very rewarding. It can also be a very vulnerable and challenging experience, balancing our allocated job along with the shared "common life". This life together is a commitment, or a covenant that is agreed, rather than a contract that is signed. It is this mixture of our daily work, with a commitment to the common life and the building, receiving and celebrating of community that makes working at our island centres far more than a job, but a way of life.

OVERVIEW OF THE ORGANISATION

The Iona Community is an international, ecumenical Christian movement working for justice and peace, the rebuilding of community and the renewal of worship.

Our Community was founded in Glasgow, Scotland in 1938 by Rev George MacLeod, a visionary and social reformer.

MISSION OF THE IONA COMMUNITY

Inspired by our faith, we pursue justice and peace in and through community.

JOB PURPOSE

Iona Abbey is a place of welcome, hospitality and challenge, through our daily rhythm of worship, meals, shared tasks and guest programme. The work and presence of volunteers is essential as we build community week by week. Our volunteers come from all over the world and from all walks of life, representing a wide range of experiences, age groups, cultural backgrounds and faith traditions.

At Iona Abbey, we typically have around 15 volunteers at any one time. Most volunteers are here for between 6 and 12 weeks, so there are many welcomes and farewells throughout the season, from early March to mid-November. Over the season we welcome up to around 80 volunteers in total.

The primary purpose of the job is to ensure that all volunteers receive an appropriate level of support and supervision, from before they arrive until they leave. The postholder will also co-ordinate the recruitment process in close liaison with the Operations Manager and be responsible for encouraging and organising social events that help build the team.

During the season, a large proportion of the time will be spent on welcoming, inducting, and carrying out 1-to-1 supervision with volunteers. The bulk of recruitment for the following year's volunteer programme is done during the winter, working closely with the Operations Manager and Heads of Departments.

KEY RESPONSIBILITIES

1. **Volunteer Recruitment and Selection**
   Manage the volunteer recruitment and selection process, working closely with the Operations Manager and Heads of Departments.

2. **Volunteer Pre-arrival Co-ordination**
   Co-ordinate all pre-arrival arrangements to ensure volunteers are informed, prepared and supported before the start of their placement.

3. **Volunteer Welcome, Induction and Orientation**
   Co-ordinate the arrival, induction and orientation of volunteers, ensuring they receive a warm welcome and are equipped with necessary information, training and support.

4. **Volunteer Support and Wellbeing**
   Provide ongoing support to volunteers through their stay, promoting wellbeing, encouraging participation in community life and ensuring they have opportunities to reflect on their experience.

5. **Volunteer Programme Administration and Co-ordination**
   Manage the administration and co-ordination of the volunteer programme, maintaining accurate records and documentation, and ensuring effective communication.

6. **Volunteer Programme Development**
   Support the ongoing development and continuous improvement of the volunteer programme by maintaining knowledge of best practice, developing partnerships, and contributing to wider operational priorities.

7. **Shared Abbey Team Responsibilities**
   Contribute to the wider life and effective operation of the Abbey Team by undertaking shared operational, safety and community responsibilities.

8. **Other Duties**
   Undertake other duties, as reasonably required, that are consistent with the purpose, level and responsibilities of the role.

LEVEL OF AUTONOMY AND DECISION-MAKING

This post has considerable day-to-day autonomy and the post-holder can make decisions relating to their area of responsibility. Decisions that will have a wider impact must be made in liaison with the Operations Manager and other members of staff as appropriate.

All staff of the Iona Community are expected to:

- Support the collaborative style of leadership at every level, where decision-making is devolved as far as possible.
- Be in sympathy with the purpose, values and practices of the Iona Community.
- Engage as an active learner in their field of expertise, taking up CPD and training opportunities as they arise.
- Be a self-starter, managing their own core administration and taking initiative/acting in consultation where appropriate.
- Step in for and support colleagues as needed across the whole organisation.

PERSON SPECIFICATION

Essential

a) A strong commitment to the ministry of hospitality, and the common life in the Abbey Centre, and a pastoral nature that is welcoming of people whoever they are.
b) Significant and proven experience of working with and managing volunteers, including knowledge of what an organisation is, and is not, legally allowed to offer them.
c) Knowledge and experience of safeguarding.
d) Experience of providing pastoral or spiritual support to individuals and groups.
e) Able to take a flexible approach and work with the unexpected as well as the routine.
f) Excellent organisational skills and the ability to plan, communicate and resource complex rotas.
g) Significant experience of team leadership, including ability to delegate and to facilitate good teamwork.
h) Ability to maintain a high degree of responsibility and confidentiality.
i) A willingness to live in a residential community and to cover for colleagues, when necessary.
j) Demonstrable emotional intelligence, compassion and warmth, and an understanding of the needs of others.
k) A commitment to reflective practice and the ability to receive constructive feedback
l) Proficient computer skills (Word, Excel, emails, Office 365)

Desirable

a) A pastoral support or counselling qualification.
b) Training in Mental Health First Aid and a good understanding of neurodiversity.
c) Training in, and/or experience of mediation and/or facilitation.
d) Experience in planning and delivering training.

Appendix – Task List

1. **Volunteer Recruitment and Selection**
    a. Receive and acknowledge volunteer applications
    b. Working closely with the Operations Manager and Heads of Departments (as appropriate), decide which applicants to interview
    c. Arrange and participate in Zoom interviews with prospective volunteers
    d. Advise successful candidates in writing of conditional offer 'pending satisfactory references'
    e. Contact referees to obtain references and keep note of references received
    f. Once satisfactory references have been received, confirm the offer in writing to the volunteer

2. **Pre-arrival Co-ordination**
    a. If a visa application is required, ensure all relevant information is sent to the volunteer at the appropriate time

b. Be the main contact person for any questions from volunteers, including guidance regarding travel arrangements
c. 4-6 weeks before the arrival date send all relevant pre-arrival information (e.g. Volunteer Handbook, Food Hygiene information for kitchen volunteers)
d. Ensure the Kitchen Team are aware of any dietary requirements and other staff team members aware of any particular health or accessibility requirements, as appropriate.

3. **Volunteer Welcome, Induction and Orientation**
    a. Liaise with the Housekeeping Team to ensure the volunteer's room is ready for them
    b. Prepare a 'Welcome Pack' for each volunteer
    c. Meet volunteers on arrival and ensure they have everything they need for their first night on Iona. Arrange an induction and orientation day (usually the day after arrival) to include relevant Health & Safety information and basic Safeguarding training, as well as an introduction to the rhythm of life, and a tour of the IC properties.

4. **Volunteer Support and Wellbeing**
    a. Arrange regular 1-to-1 meetings with the volunteer to check on well-being and common life as well as discuss any concerns.
    b. Liaise with Line Managers about any requests or concerns as appropriate
    c. Encourage volunteers to take up opportunities to be involved in the common life on Iona (including assisting with or leading services) and ensure support is available as and when needed
    d. A few days prior to a volunteer's departure conduct a final 1-to-1 meeting, reflecting on their experience
    e. Organise, and encourage others to organise, regular social events to bring the Abbey Team together

5. **Volunteer Programme Administration and Co-ordination**
    a. Answer enquiries about volunteering on Iona
    b. Ensure the Volunteer Matrix is kept up to date, showing arrival and departure dates for all volunteers
    c. Manage the Volunteer Accommodation Plan
    d. Ensure Fire Lists in properties are kept up to date as volunteers arrive and depart
    e. Keep records of key points from volunteer interviews and 1-to-1s.
    f. Keep all volunteer documentation up to date (i.e. Quick Start Guide, Volunteer Handbook) and develop any new documentation if required
    g. Liaise with Heads of Departments to ensure appropriate volunteer numbers
    h. Ensure departing volunteers are given a leaving card
    i. Provide regular updates to the Weekly Huddle and Staff Meetings about volunteer arrivals and departures
    j. Liaise with the Communications Team to ensure information about volunteering is kept up to date on the Iona Community's website

6. **Volunteer Programme Development**
    a. Keep up to date with regulations regarding volunteering as well as best practice
    b. Continue existing partnerships, and be alert to opportunities for new partnerships, to support and develop the volunteer programme
    c. Undertake other appropriate duties delegated by the Operations Manager

7. **Shared Abbey Team Responsibilities**
    a. Health & Safety compliance, Safeguarding, First Aider, Fire Officer
    b. Option of being on the rota to lead or back-mark the weekly pilgrimage
    c. Liaising with the Communications team to provide content (i.e. photos, videos or sound recordings)



How to apply

Volunteer Co-ordinator

Closing date and time: 9th August 2026, 23:59
Interview date: 9th September 2026

Visit iona.org.uk/vacancies to find out more.

Please apply by email using the application form to outline your experience and suitability for the role.

Email: icrecruitment@iona.org.uk

The Iona Community, Suite 9, Fairfield, 1048 Govan Road, Glasgow, Scotland G51 4XS
Iona Community is a Scottish Charity regulated by the Scottish Charity Regulator (OSCR).
Company No: SC096243 | Charity No: SC003794