

**Job title: Volunteer Coordinator**

**Hours of work:** 14 hours per week

**Salary:** £24,078.60 per annum pro rata

**Tenure:** Until 31 March 2025

**Location:** 51 Cadogan Street, Glasgow G2 7HF and across Glasgow

**Accountable to**: Operations Manager

**Main Purpose of the Role**

Thanks to funding from the Glasgow Community Fund, we are pleased to recruit a new Volunteer Coordinator to join our dedicated staff team at The No.1 Befriending Agency. This is a vital role focused on supporting and developing a team of volunteers who provide in-person one-to-one befriending to socially isolated individuals across Glasgow.

You will oversee the full volunteer journey- from recruitment and training to supervision and ongoing support- ensuring the delivery of a high-quality befriending service. Our project also includes regular group events and cultural outings designed to foster connections and reduce loneliness. You will assess and support service users, contribute to monitoring and evaluating our impact, and ensure project data is well-managed and reported effectively.

## Key Responsibilities

* Recruit, manage, and support volunteers, ensuring a positive and rewarding experience throughout their engagement.
* Design and deliver a comprehensive training programme for volunteers, including the development of materials and facilitation of sessions that cover equality, diversity, and cultural awareness.
* Develop volunteer roles and supporting infrastructure, including handbooks, guidance documents, and policies.
* Maintain accurate records of volunteers and service users, ensuring data is up-to-date and secure.
* Provide a welcoming and supportive journey for service users, from initial contact to ongoing engagement.
* Liaise with referral agencies and carry out initial assessments of new service users.
* Continually evaluate and improve the quality and delivery of the befriending service.
* Carry out administrative duties such as processing references, in line with organisational policy and best practice.
* Promote the befriending service and wider engagement programme through presentations, networking, social media, and outreach.
* Support the delivery of fundraising and marketing campaigns.

*Please note:* This role profile outlines the key responsibilities of the post, but it is not exhaustive. As a small and flexible community interest company, The No.1 Befriending Agency values a proactive and adaptable team.

## Person Specification

### **Knowledge and Experience**

* Proven experience in volunteer management, including recruitment, training, and retention.
* Experience in planning and facilitating learning opportunities, both in-person and online.
* Experience working or volunteering within community settings.
* Understanding of the importance of volunteering in creating social impact.
* Experience in assessing the needs of service users.
* Confidence in promoting services and delivering presentations or information sessions.
* A sound understanding of equality, diversity, and inclusion.
* Ability to collect, record, monitor, and evaluate service data and outcomes.

### **Skills and Attributes**

* Strong team player with the ability to also work independently and take initiative.
* Excellent interpersonal and communication skills, with the ability to engage people from a range of backgrounds.
* Collaborative, respectful, and inclusive approach to working with colleagues and stakeholders.
* Professional and empathetic, with the ability to handle sensitive situations with tact and diplomacy.
* Resilient, motivated, and able to manage time effectively under pressure.
* Genuine passion for supporting others and making a meaningful difference in their lives.
* Positive, enthusiastic, and open to taking on new challenges.
* Solutions-focused with a proactive mindset.
* Proficient in IT, including MS Office (Word, Excel, Outlook) and database entry.

Please don’t be put off if you don’t meet every single requirement- we know experience and potential come in many forms. If you’re excited about the role and believe you could make a difference, we’d love to hear from you.

**How to Apply**

To apply, please send your CV and a covering letter (no more than two A4 pages) to annie@befriend.org.uk, along with the contact details of two referees before the closing date of Friday 27th June at 5pm..

If you’d like to have an informal chat about the role before applying, feel free to contact Annie, our Operations Manager, on **07535 361 549** or via email at annie@befriend.org.uk.