

A logo for a community fund

Description automatically generated**Volunteer Coordinator**

**Job description**  
**July 2025**

**Hours:** P/T 14 hours per week, core hours between Tuesday - Thursday, occasional weekend and evening work required  
**Pay:** £10,801 (FTE £27,004)  
**Start Date: TBC**  
**Location:** Toryglen Community Base, G42 0LA  
**Reporting to:** Urban Roots Project Manager

Urban Roots is a thriving environmental and health improvement organisation. Since  
our inception, we have worked with local residents and organisations to establish a  
network of community gardens and woodlands across the Southside of Glasgow. We  
also run healthy cooking projects and outdoor learning activities for children and  
young people. We are passionate about the benefits that our work brings to  
improving local environments, promoting community cohesion and supporting the  
health and well-being of people of all ages

We are looking for an experienced, organised and adaptable person to join us as a  
Volunteer Coordinator. This role will involve dealing with volunteer enquiries,  
promoting volunteer opportunities, providing ongoing training and support and  
assisting colleagues to ensure the smooth running of our projects. Previous volunteer management is essential. Previous experience of working in the third sector and an interest in environmental issues would be an advantage to this position.

**Principal Responsibilities:**

1. Develop, implement and review volunteer policies and procedures, including recruitment and induction.
2. Liaise with project co-ordinators and activity leaders to ensure appropriate risk assessments are in place and ensure volunteers understand them.
3. Work with other co-ordinators to identify volunteering opportunities and produce role descriptions.
4. Promote volunteering opportunities with Urban Roots internally and externally.
5. Recruit, interview and match volunteers to appropriate projects.
6. Identify and promote suitable training opportunities for volunteers.
7. Undertake pre-volunteering checks, including references and disclosure checks where appropriate.
8. Ensure appropriate communication, support and training for volunteers through regular informal contact and structured reviews.
9. Signpost volunteers to external organisations for advice and assistance outside the remit of Urban Roots.
10. Keep up to date with legislation and best practice related to volunteering.
11. Provide data on volunteer participation to support the production of reports for funders and trustees.
12. Update volunteer records and databases ensuring GDPR is adhered to.
13. Any other reasonable duties to perform the job role and assist in achieving  
    Urban Roots’ objectives.

**Person Specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Education and Training** |  |  |
| * Good general education (Advanced Highers/A-Level equivalent) * Other relevant professional development qualifications | ✔ | ✔ |
| **Experience** |  |  |
| * Recruiting and working with volunteers in a supportive way that contributes to individuals’ personal development. * Promotion of volunteer opportunities to individuals and organisations. * Developing, implementing and reviewing policies and procedures. * Partnership working, including working with smaller community groups and larger statutory organisations e.g. NHS, Glasgow City Council. * Maintaining records and producing reports * Experience of producing leaflets and flyers and use of social media * Working in the third sector | ✔  ✔  ✔  ✔  ✔ | ✔ |
| **Knowledge and Understanding** |  |  |
| * Knowledge of legislation relating to volunteering * Knowledge of GDPR * Links with/knowledge of Glasgow Southside | ✔  ✔ | ✔ |
| **Skills and Abilities** |  |  |
| * Good verbal and written communication skills * Good planning and organisational skills * Sound administrative skills with good attention to detail. * Good computer literacy * Ability to work on own initiative * Good interpersonal skills - communication, negotiation and relationship-building * Problem solving | ✔  ✔  ✔  ✔  ✔  ✔  ✔ |  |
| **Personal Qualities** |  |  |
| * Commitment to the aims and objectives of Urban Roots * Friendly and personable * Commitment to equal opportunities and healthy and safe working practices * An interest in environmental issues * Willingness to work some evenings and weekends as required * Initiative – the ability to ‘make things happen’ | ✔  ✔  ✔  ✔  ✔ | ✔ |