

RNRMC Job Description

Job title		Responsible to
Volunteer Coordinator - Scotland		Grants Commissioning Manager
Department	Post Number	Date Reviewed
Grants	1098	17/06/2026

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
Integrity	We will act with honesty and transparency in all our activities.
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

The Volunteer Coordinators work as part of the Royal Navy and Royal Marines Charity (RNRMC) Grants and Commissioning team and are located in regional naval communities alongside The Royal Navy Family and People Support (RN FPS), a MOD Naval Service organisation which provides accessible support services that strengthen and enhance the resilience and resourcefulness of Naval Service Personnel, their families, and communities.

The role will have responsibility for growing, developing, administering, and coordinating a network of volunteers on behalf of the RN FPS Volunteer Project and will implement the regional volunteer development strategy by actively identifying, recruiting, and selecting and inducting volunteers. In addition, you will work closely with volunteers to increase their engagement and retention through the development of volunteering opportunities.

You will be an excellent communicator, highly collaborative and organised, with a passion for volunteering. You will be personable, able to establish, develop and maintain fruitful relationships with people at all levels and an ability to demonstrate empathy with service users.

You will possess a good understanding of safeguarding regulations and requirements in a volunteering setting. You must have previous experience and expertise in volunteer coordination, including recruitment, training and management coupled with good administration skills and computer literacy (including MS Office and CRMs), being able to remain organised and manage your own workload.

This role is mainly office based but there will be a requirement to travel to other sites as required. RNRMC has a hybrid working policy which offer 40% home-working opportunities.

Responsibilities and Duties

Volunteering Support

- Work in conjunction with the Community Development Worker (CDW) service families and local community to develop volunteering opportunities to support families.
- Work with RN FPS staff (mainly area CDWs) to agree and facilitate the allocation of volunteers to activities.
- Ensure that policy, procedures for recruitment, induction and management of volunteers is upheld.
- Recruit, interview and administer volunteers, ensuring that they are appropriately matched, trained and supported for the available positions - This will particularly involve recruiting, training, and providing ongoing support to volunteers who assist with youth group activities.
- Ensure that all new volunteers receive a comprehensive induction and on-going support.
- Raise awareness of the role and function of volunteers by positively promoting events and activities.
- Enable all volunteers to receive appropriate, support, training, education opportunities, qualifications, and safeguarding checks (as required).
- Develop positive relationships with all participants and partner agencies, understanding the local community support infrastructure and building relationships with key RNRMC partners which would enhance the Naval Community offer to families.
- Network and collaborate with existing and new local community organisations.
- Support the CDW and RNRMC with the monitoring of targets to evaluate the effectiveness of activities and to support the development of the volunteer project.
- Develop ways to recognise and reward volunteers for their efforts, assisting with volunteer appreciation events.
- Organise publicity strategies, campaigns, drop-in and profile-raising events, to attract new volunteers and promote volunteering for the purpose of the RN FPS volunteer project. This includes using the RN Forum to post information about activities and volunteering opportunities
- Keep up to date with legislation and policy related to volunteering and ensure that Community Business Managers (CBMs) and CDWs are aware of any necessary changes.
- Provide feedback to RNRMC Grants and Commissioning team to inform understanding of families' needs in the local area.

Family Advocate

- Listen to feedback from families at events and inform the RNRMC of any highlighted areas of need for further support.
- Conduct community analysis to 'spot the need' for areas of growth required from the RNRMC to help families in each region.
- Use connections with families to consult and feedback to the RNRMC to inform commissioning decisions and the need priorities.
- Signpost beneficiaries to services within the RNRMC and Naval Community
- Attend briefs on deployment support and families' days.

Administration

- Be the lead on volunteer administration, including the initial engagement, recruitment, induction, and training requirements, in compliance with all RN FPS policies and GDPR practices, as well as RNRMC policies.
- Ensure that all volunteer files and data bases are completed and updated, undertaking any other administrative duties required to fulfil the responsibilities of the role.
- Attend regular review partnership meetings, preparing reports as required.
- Act as the first point of call for volunteering queries, responding to enquiries promptly via phone, email or in person.

Other

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to 'sell' and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an 'in it together' team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification			
	How Evaluated	Essential	Desirable
Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications			
Minimum of 5 GCSEs including Maths and English	APP	✓	
Safeguarding Level 2 or willingness to undertake training	APP	✓	
JNC recognised qualification in Youth and Community Work	APP		✓
Experience			
Experience of project managing and co-ordinating volunteers and staff	APP	✓	
Experience in managing a volunteer database, maintaining records and producing written and oral reports	AR/IV	✓	
Experience in gathering facts and statistics and making financial calculations	AR/IV	✓	
Experience of working with Service Personnel and their families	AR/IV		✓
Experience of working with Children, Young People and Communities	AR/IV		✓
Experience of training and assessing volunteers	AR/IV		✓
Knowledge			
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel so as to be self-sufficient in own administration tasks	APP/AR/IV	✓	
Knowledge of community support infrastructure in the local area, including RNRMC led or RNRMC partner activities	AR/IV		✓
Knowledge of the charity of military sector	APP		✓
Skills and Aptitudes			
Full Driving License	AR/IV	✓	
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	✓	
Self-motivated with ability to use initiative and make decisions within own area of responsibility	AR/IV	✓	
Demonstrates effective organisational and administration skills	IV/SA	✓	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV/SA	✓	
Ability to work collaboratively with others and effectively as a team	AR/IV	✓	
Demonstrates patience and the ability to remain calm even in a challenging situation	IV	✓	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner both verbally and in writing	APP/AR/IV	✓	
Is flexible and adaptable to the demands of the role	AR/IV	✓	
Works in a methodical and systematic manner	IV/SA	✓	
Ability to work on own initiative and with minimum supervision	IV	✓	
Demonstrates high levels of accuracy and attention to detail	SA	✓	
Possess the right to work in the UK	APP	✓	