



Job Title: Volunteer Coordinator – Part-Time

Organisation: Super Power Agency

Pay Scale: £27,000 (pro rata)

Hours of work: 28 hours per week

Based in: Edinburgh or Glasgow

Responsible to: CEO

The Super Power Agency (SC046550) is a Scottish charity founded in 2016. Our mission is to engage and re-engage disadvantaged and under-resourced young people aged 8 - 18 through a range of creative writing workshops, interdisciplinary programming, and mentoring. Our programmes provide opportunities for students to explore the potential of the written word all while fostering aspiration, creativity and strengthening valuable writing skills, skills that will help them in the classroom, in employment, and in life.

Job Purpose

Volunteers are the lifeblood of the Super Power Agency and this role will be an integral part of the team. Reporting directly to the CEO, the Volunteer Coordinator recruits and coordinates volunteering positions and volunteer staff for the SPA and manages the relationships between the organisations we work with.

The Volunteer Coordinator will be responsible for developing and maintaining a positive and supportive volunteer experience across the organisation. This includes maintaining the organisational policies and procedures; recruiting, training and supporting volunteers; running events to train, retain and acknowledge the accomplishments of volunteers; and ensuring that volunteering is effectively coordinated across SPA's programmes and projects.

The role will also be responsible for maintaining accurate volunteer records and monitoring volunteer engagement, participation and impact, and presenting relevant updates and metrics to colleagues and the board.

The hours will be primarily during the week and during normal office hours, but some evening and weekend work may be required to attend volunteer events and support organisational events. The part time hours are to be conducted across 3 or 4 days. Our office is in central Edinburgh and, given the collaborative nature of the role, we would expect you to come into the office at least 1 day per week.

Volunteer Coordinator Job Duties

- Works closely with the Programme Manager to design and implement volunteer projects and programmes developed in line with the SPA's mission and strategies
- Assesses organisational and programme needs to determine the number and range of volunteers needed for particular projects
- Consults with colleagues to create descriptions for all volunteer positions and ensure that volunteering opportunities are clearly defined and appropriately supported
- Manages the volunteer recruitment and selection process by advertising available volunteer positions, promoting opportunities within relevant communities, presenting to groups and organisations, interviewing candidates, and matching them with appropriate roles
- Prepares and presents orientation materials for new volunteers, including handbooks, programmes, and kits
- Coordinates volunteer onboarding and ensures that relevant checks, including PVG applications where required, are completed appropriately • Creates and distributes information regarding volunteer policies and procedures
- Develops and delivers training and development opportunities for volunteers
- Trains and monitors volunteers during their appointments to retain or replace candidates
- Cultivates a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own endeavours
- Develops and implements approaches to support volunteer retention, engagement and progression
- Manages communication among volunteers
- Acts as a key point of contact for volunteers and ensures that volunteers receive timely information and appropriate support
- Maintains a database of volunteers and projects and tracks metrics including recruitment, participation, retention and volunteering hours • Presents updates and metrics to colleagues and the board in writing and presentations
- Plans and implements volunteer appreciation events and programmes aimed at sustaining volunteer engagement
- Gathers feedback from volunteers and uses this to identify opportunities to improve the volunteer experience.

Relevant Experience

- Experience volunteering and in the voluntary sector
- Experience recruiting, coordinating, supporting or developing volunteers • Experience working with young people and adults
- Experience in office organisation and administration
- Experience processing PVG applications

- Experience organising events, training or activities for volunteers or community members.

Skills & Abilities

- Strong communication skills, both verbal and written.
- Ability to build, manage, and maintain relationships
- Advanced organisational skills – maintaining databases and managing office equipment and processes
- Able to work effectively in a team and on own initiative.
- A proactive, creative thinker able to pick up new tools quickly and adapt to unforeseen circumstances.
- Experience of using Microsoft Office and Google Office Suite •
- Experience of working to deadlines.
- Able to manage multiple tasks and projects.
- Able to communicate confidently with a wide range of volunteers, colleagues, schools and partner organisations
- Able to create a positive, supportive and inclusive environment for volunteers
- Able to collect, analyse and present volunteer data and impact

BENEFITS

Paid leave (exclusive of public holidays) for this part-time position is offered pro rata (based on 5.6 weeks per year for full time employees) determined on hours worked per week. We offer paid leave per year for the first two years of employment, with increases in leave time thereafter.

The Super Power Agency is an equal opportunities employer that seeks to hire staff representative of the diverse communities we serve. We will not discriminate against any of the protected groups under the Equality Act 2010 and will actively strive to be representative of the community we serve.

This job description reflects the major tasks to be carried out by the post holder and identifies the level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing scheme needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

The Super Power Agency is based on the work of 826 National (www.826national.org), an educational charity started in San Francisco, California in 2002, which has been replicated in 9 US cities as well as internationally in London, Dublin, Sydney, Melbourne, Paris, Buenos Aires and Milan.

To apply: Send a CV and covering letter (no more than 1 page of A4), outlining why you think you would be a good fit for the role, to CEO Claire Heffernan: recruitment@superpoweragency.com.

Application Deadline: Monday 24th August 2026 12pm

Interviews: Monday 7th or Tuesday 8th September 2026 in Edinburgh

Start date: Monday 28th September