

Job title:	Volunteer Recruitment & Support Officer
Hours:	37 per week, Mon - Fri
Salary:	£23,398 pa
Responsible to:	Volunteer Service Manager
Based at:	Winsford (travel throughout district will be required)

Primary Purpose

To recruit and retain competent, well-motivated and dedicated volunteers and to work with the Advice Centre Team Leaders and Training Officer to ensure the smooth running of the service to clients.

Key Tasks

1. Recruitment

- Identify and act upon opportunities to recruit suitable volunteers.
- Promote volunteer opportunities through face-to-face events, social media and other online outlets.
- Respond to enquiries about volunteering and maximise the uptake of opportunities.
- Explore opportunities to increase the diversity of the volunteer teams
- Build effective networks to aid the recruitment of volunteers.

2. Retention of volunteers

- Work closely with other members of the volunteer service support team to develop, support and motivate the volunteers.
- Ensure regular individual contact is maintained with all volunteers.

- Identify training needs of volunteers and arrange appropriate coaching or training.
- Work with the Training Officer to review and develop the volunteer training programme
- Undertake exit interviews / follow up conversations when necessary.
- Contribute to effective relationship management between the Volunteer Service and Caseworkers.

3. Advice Centre Cover

- Provide office cover when required, supporting and supervising volunteers during advice sessions.
- Ensure the professional reception of clients and other visitors, including:
 - keeping clients informed of approximate waiting times and;
 - providing information to clients about the service.
- Ensure clients are moving down the correct advice channel.
- Transfer clients to other agencies working in the Winsford Hub.

4. Reports and other documents

- Maintain an accurate and up-to-date database of volunteers, in collaboration with other members of the team.

5. Team contribution

- Attend external events to promote Citizens Advice in the community.
- Attend internal and external meetings as agreed.
- Assist with the Work Based Learning placements and programme.

6. Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

- Promote and work within the aims, policies, membership requirements and equal opportunities of the Citizens Advice Service.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the Citizens Advice Cheshire West team.
- Carry out any other related tasks as required by the management team to ensure the efficient provision of the service.
- Contribute to frontline service delivery as and when required.
- Identify own learning and development needs and take the necessary steps to address them.

Person specification
Volunteer Recruitment & Support Officer

1. Experience and ability to undertake effective volunteer recruitment activities with a good, up to date understanding of equality and diversity and its application to recruitment.
2. Experience of methods for motivating and retaining volunteers.
3. Ability to create and develop effective relationships with key organizations and stakeholders.
4. Awareness of, and commitment to, tackling the barriers that exist to volunteering.
5. Ability to promote the Citizens Advice service and volunteering at events.
6. Experience of coaching and supporting volunteers.
7. The ability to plan and organize own work to meet deadlines under pressure.
8. The ability to work on own initiative and as part of a team.
9. Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone.
10. A commitment to, and the ability to work within, the aims, principles and policies of the Citizens Advice service.
11. Excellent IT skills.
12. The ability to travel between Citizens Advice Cheshire West's advice centres.

May 2018