

Job Description

Volunteer Engagement Co-ordinator

Reports to:	Director of Finance & Corporate Affairs
Hours:	21 hours per week (0.6 FTE)
Location:	29-31 Montgomery Street, Belfast
Campaign Service/Cause:	Volunteering
Remuneration:	£25,476 - £27,919 Pro-rata

Overall Purpose of Post

The Volunteer Engagement Co-Ordinator is responsible for volunteer retention and co-ordination across the organisation. The role will ensure that our robust data management strategy is adhered to, ensuring effective monitoring, evaluation and learning processes in line with established procedures. The postholder will also facilitate the co-ordination of volunteers across the organisation, ensuring the recruitment, organisational induction and support of volunteers into all activities to meet organisational need.

The post holder will also contribute to service development and promoting good practice in service delivery, evaluation and quality assurance collaborating closely with Service Leads & SMT.

Key Responsibilities

Volunteer Co-ordination

- To follow the volunteer recruitment strategy continually refining processes specifically to meet organisational needs, supporting all departments.
- To oversee the volunteer database and ensure it is maintained effectively. Maintain an inventory of volunteer needs, matching skills and abilities to projects; track and report on volunteer projects and hours contributed.
- To process Access NI checks on relevant volunteers.
- To work with Cancer Focus NI department leads to ensure volunteer role descriptions, orientation, training and evaluation programmes are kept relevant and up to date.
- To organise and deliver relevant training as necessary, working in partnership with Service Leads as required.
- To identify and develop new volunteer initiatives within the organisation.
- To represent the service and promote its work both locally and to the wider community.
- To liaise, develop and maintain links with other agencies in the voluntary, private, and public sectors in order to raise awareness and promote volunteering.
- To identify and oversee activities to promote retention of volunteers including an ongoing recognition system.
- To maintain regular organisational communication with volunteers, providing updates and feedback to departments/services.
- To liaise with departments/services and monitor and report on volunteer activities and impact.
- To keep up to date with best practice in volunteer management.
- To support in the annual review of policies, procedures, and relevant quality assurance systems.
- To ensure volunteers are adequately supported and the organisation complies with best practice in terms of Access NI checks, training, and volunteer development.

Monitoring, Evaluation and Learning

- To develop and support effective monitoring, evaluation and learning processes across volunteer services including assessing both quantitative and qualitative outcome measures across teams.
- To assist with the development of a case study model to ensure volunteer experience is captured effectively across services.
- To assist with ongoing and annual evaluation processes across services to maximise volunteer influence. Coordinate and disseminate annual volunteer satisfaction surveys.
- To ensure evaluation processes align with funding requirements, where appropriate.

Quality Assurance and Development

- To support the SMT in reviewing and developing Cancer Focus NI volunteer policies and procedures to ensure the organisation adheres to current legislation, local and national policies and strategies and relevant governing body guidance.
- To work with the various teams to quality assure and maintain standards for volunteer management and make recommendations about quality improvement initiatives.
- Promote good relations and practices towards different minority groups and ensure diversity across volunteer engagement is prioritised, fostering a positive and inclusive environment.

Data and Information Management

- Follow established reporting mechanisms and processes for effective data collection & management that align with the requirements of the organisation.
- Gather evidence and insights of volunteers to inform and shape service provision and support fundraising and external communication needs.
- Collate and analyse statistics across the department to analyse trends, make recommendations and ensure volunteers are adequately monitored and supported.
- Work with service departments to ensure the compliance of data collection and retention in line with GDPR.

External Relationships

- To effectively build and develop key stakeholder relationships.
- To attend external meetings where appropriate as Cancer Focus NI lead for volunteer involvement and engagement.
- To further existing partnership arrangements, and develop new partnership arrangements, with statutory, voluntary, and private organisations.

General

- To work as part of a multidisciplinary team to support volunteers.
- To represent and promote Cancer Focus NI and its objectives as required.
- To promote existing Cancer Focus NI services as appropriate.
- To carry out any other duties as may be required by Cancer Focus NI.
- Willing to undertake training as required, i.e. Safeguarding.

The post will involve evening and weekend work and will therefore require an element of flexible working.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Person Specification

Volunteer Engagement Co-ordinator

The below specification shows the essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address in a covering letter, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Essential Criteria

Experience

- Experience of delivering training to volunteers or groups
- Experience of organising and delivering events for volunteers or groups
- Experience of managing people or volunteers

Qualifications

- Suitable relevant work experience with minimum GCSE English and Maths

Skills

- Excellent interpersonal and communication skills, both verbal and written
- Excellent self-management and ability to prioritise a high and varied workload to meet tight deadlines
- Good Organisational and negotiation skills
- IT proficient including the use of spreadsheets and databases
- Ability to work well in and with teams
- Ability to work independently

Personal Qualities

- Adaptable, with a 'can do' and flexible attitude
- Empathetic and supportive
- Commitment to the values of Cancer Focus NI

Other

- Ability to work flexibly, including weekends and evenings when required
- A full, current and Valid Driving licence and access to a car or other appropriate form of transport to carry out the duties of the post.

Desirable Criteria

Experience

- Experience of working in the health and social care sector
- Experience in community engagement
- Experience of developing and providing training sessions and programmes
- Experience of involving volunteers in programmes of work
- Experience of working within the voluntary and community sector

Qualifications

- Relevant Training Qualification
- Relevant Management Qualification (minimum NVQ Level 3)

Additional Information

Terms and Conditions of Employment

- Successful applicants must provide proof of their right to work in the UK. (This will be evidenced in the first instance by being in possession of a British or Irish passport or a valid UK Work Permit).
- The activities of this role meet the Access NI definition of regulated activity as outlined in the Access NI Code of Practice. Cancer Focus NI will obtain an Access NI Enhanced check for the successful candidate. Applicants who have a criminal record will be treated fairly and not discriminated automatically because of a conviction or other information revealed. Applicants with criminal records will be reviewed in line with Cancer Focus Northern Ireland's policy on the recruitment of Ex-offenders.
- If there is any reason you cannot work in Regulated Activity, you must disclose this to us. Cancer Focus Northern Ireland has a written policy on the Secure Handling, Use, Storage and Retention of Disclosure information.
- Satisfactory reference checks.
- 12 months probationary period.
- Evidence of relevant academic and professional qualifications.
- Evidence of appropriate vehicle documentation (i.e. driving licence and insurance cover) must be provided where the role necessitates travel on company business in own vehicle.

Benefits

- Flexible working policy
- 25 days Annual Leave, plus 12 statutory days (pro rata for those working less than 35 hrs per week)
- 2 additional days of annual leave after 5 years' service and a further 3 days after 10 years' service
- Enhanced Maternity / Adoption Pay
- Enhanced Occupational Sick Pay Scheme
- Contributory Pension Scheme
- Cycle to Work Scheme
- Mileage Allowance at the prevailing HMRC rate
- Life Assurance
- Healthcare Plan

Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications are dealt with in accordance with the Disability Discrimination Act. A person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Cancer Focus NI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Application Process

The closing date/time for submission of CV and cover letter is 5.00pm, 2nd May 2025.

Interview dates: week commencing 12th May 2025

If you would like to apply for this role, please submit an up-to-date copy of your CV and cover letter before this date/time to: hadmin@cancerfocusni.org or, mailed to:

Human Resources, Cancer Focus NI, 40/44 Eglantine Avenue, Belfast, BT9 6DX

We cannot accept Applications received after the closing date/time.

Guidance Notes on Applying for our role

Please ensure your CV is up-to-date and accurate. Cancer Focus NI will not make assumptions from the title of your post(s) or the nature of any employing organisation(s) as to your skills and experience gained.

- If you do not provide sufficient detail, including the appropriate dates needed to meet any eligibility criteria, your application may be rejected.
- ONLY the details provided by you in your CV and cover letter will be used for determining your eligibility for the post/shortlisting purposes.

Contact Details

If you have any enquiries regarding the recruitment process, please contact Gwyneth Richards (hradmin@cancerfocusni.org) or phone 028 9066 3281.