

Role Profile

Job Role:	Volunteering Officer
Accountable to:	Volunteer and Mentoring Coordinator
Accountable for:	Delivery and Development of BYZ's Volunteer programme
Key Relationships:	Volunteers, Session leads, Young People, Youth Zone team, OnSide Youth Zones, Local universities, Colleges and the voluntary sector.

Main Purpose

To deliver and develop a quality volunteer programme, achieving 50 active volunteers in club and 25 active mentors.

Main Responsibilities

- Promote the benefits of the volunteering programme within BYZ and across the community. Working closely with partners including colleges, universities, community groups and BYZ's patron network to recruit volunteers.
- Assess organisational and programme need to determine number and range of volunteers required in each area and undertake focussed recruitment drives as appropriate.
- Conduct interviews with potential volunteers.
- Undertake administrative tasks to on-board volunteers, including seeking references, completing DBS and other checks, and maintaining volunteer records.
- Deliver in house volunteer induction training and proactively source external training opportunities for volunteers.
- Work closely with the delivery team to ensure good volunteer engagement and retainment, ensuring volunteers are successfully inducted and embedded into the team.
- Organise volunteer rotas and monitor attendance.
- Ensure that all volunteers are made to feel an integral part of the Blackburn Youth Zone team. Cultivate a positive and supportive atmosphere by recognising volunteer efforts.
- Offer ongoing support to volunteers, undertaking one to one reviews as well as organising and developing opportunities to support their personal growth and development.
- Support the Volunteering and Mentoring Coordinator in planning, monitoring and reviewing the development of the volunteer process in line with identified priorities, targets and outcomes.
- Track, collate and report data for monitoring as requested. Implement revisions as required.
- Ensure volunteers attend team meetings where appropriate, in order to maintain good communication within the organisation and to provide a forum to share concerns, experience and skills.
- Organise Volunteer recruitment, promotion and celebration events throughout the

year.

- Demonstrate commitment to BYZ’s professional training programme and be willing, as required, to invest some “personal time” for additional study to succeed in the staff training programme.
- Act as an safeguarding champion for the volunteer team, promoting best practice at all times.
- Actively take part in the appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
- Ensure that BYZ’s policies and procedures, with particular emphasis on Child Protection, safeguarding, Health and Safety and Equal Opportunities are adhered to at all times.

	Essential	Desirable
Experience		
Experience of recruiting and managing Volunteers		✓
Experience of delivering training		✓
Experience of building relationships with external providers and key stakeholders	✓	
Experience of coordinating projects and working towards achieving set targets	✓	
Experience of undertaking monitoring and review processes.	✓	
Experience of working with volunteers	✓	
Experience of using computer databases to track and monitor data	✓	
Has undertaken a volunteer role		✓
Has worked in the voluntary and community sector		✓
Skills and Abilities		
Excellent administrative and IT skills, and an ability to maintain records and produce clear written and oral reports	✓	
Excellent interpersonal skills, with significant experience of building, managing and sustaining relationships with a wide range of people.	✓	
Ability to work independently and as a team to achieve organisational goals	✓	
Good organisational skills with an ability to deal with multiple tasks, prioritise work, meet deadlines and work effectively under pressure.	✓	
A self-starter, with the ability to drive efficiencies through fresh thinking	✓	
Must demonstrate how they reflect on and develop practice	✓	
Ability to work flexible hours to meet the needs of volunteers (evenings, weekends)	✓	

Knowledge and Understanding		
Demonstrate understanding of how to attract potential volunteers	✓	
Demonstrate understanding of how to support and retain volunteers	✓	
Knowledge of Child Protection legislation and commitment to Safeguarding children and young people	✓	
Experience of delivering administrative functions.	✓	
A degree or HND in any of the following subjects: <ul style="list-style-type: none"> • Business and management studies • Human resource management • Social work • Youth and community work. 		✓
Personal Qualities		
Demonstrate an interest in volunteering both personally and in a professional environment, with experience in this area preferred	✓	
A person centred and committed approach, resiliently focussed on solutions rather than obstacles	✓	
Ability to inspire and motivate others	✓	
Organised and systematic	✓	
Ability to manage effectively under pressure	✓	
Flexibility to work unsocial and sometimes long hours	✓	
A genuine passion for making a difference to the lives of children & young people	✓	
Demonstrate how you work according to the H.E.A.R.T values (Honesty, Excellence, Accountability, Respect, Teamwork) in everyday practice when working with colleagues, volunteers and young people	✓	

Location

The main place of work will be Blackburn Youth Zone, based in Blackburn town centre, although the successful candidate will be expected to undertake such travel as is necessary to fulfil the requirements of the position i.e. recruitment events.

Working hours

The hours of work are those necessary to fulfil the requirements of the position. This will involve working unsocial hours in evenings and at weekends during Youth Zone sessions or at events, and also working during the day.

Remuneration package

Salary: £18,000 - £20,000pa dependent on experience.

Holidays: 33 days inclusive of 8 Bank Holidays

Pension: Eligible, after six months' service, to join Blackburn Youth Zone Pension Scheme; 3% of salary is contributed by the Youth Zone, if the employee contributes 3% or more.

Notice period: 1 month



Disclosure and Barring Service Check

In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.

Application Process

Please email a CV to rose.walton@blackburnyz.org, together with a concise covering letter setting out your reasons for applying for this position.