

VOLUNTEER AND TRAINING COORDINATOR

Location: Blackburn & Darwen Youth Zone

Contract: 37.5 hours per week

Salary: £26,000 (*depending on experience and prorated for part time*)

Reporting to: People and Culture Lead

The Volunteer and Training Coordinator role will play a key role in supporting the Youth Zone's mission by managing the recruitment, training, and retention of volunteers. This role is pivotal in ensuring volunteers are well-trained, supported, and empowered to deliver high-quality programs and activities to young people. The coordinator will also oversee the development and delivery of training programs that enhance the skills and knowledge of all volunteers and staff.





OPENED JAN 2012



FREE ENTRY, FREE
HOT MEALS

5000+

YOUNG PEOPLE ATTEND
OUR SERVICE P/A



OPEN 7 DAYS A WEEK



3 MILLION POUND
TRANSFORMATION

ABOUT BLACKBURN & DARWEN YOUTH ZONE

Blackburn & Darwen Youth Zone, opened in May 2012 as an independent Charity, but we are proud to be part of the growing OnSide Network.

We work with young people aged 5-19 (up to 25 with additional needs) and offer youth work, health and wellbeing and employability services, giving young people somewhere to go, something to do and someone to talk to. Whilst our building and activities provide a hook for young people to initially engage with us, the relationships they develop with our team of Youth Workers ensures they return night after night. We pride ourselves as being one of the leading youth organisations in Blackburn and Darwen.

Our service to young people is focussed around a state-of-the-art, multi million pound facility that is purpose-built and remains dedicated to young people. This facility has recently undergone a 3 million pound transformation thanks to the Youth Investment Fund. This funding has allowed us to redevelop our Blackburn site to be able to offer a wider range of services for young people whilst celebrating the history of the building. Our newly developed Fusebox is the site where electricity was first generated in Blackburn. Alongside our history we also have a football pitch on our roof, this is one of Blackburn's best kept secrets!

Our services for young people are needed more than ever and despite the prevalent challenges around the lasting impact of the pandemic, young people feeling isolated and the cost of living crisis, our team continues to provide a home from home for young people.

HOW WE MADE A DIFFERENCE IN 2024

22,834

YOUNG PEOPLE SUPPORTED BY
BLACKBURN & DARWEN YOUTH ZONE
SINCE IT OPENED ITS DOORS IN 2012

17%

YOUNG PEOPLE WITH
ADDITIONAL NEEDS



27,095

FREE HOT MEALS TO YOUNG PEOPLE

YOUNG PERSON QUOTE

"Youth zone has helped me
make more friends."

493

SESSIONS HELD

66,478

ATTENDANCES

Per annum

1,446

NEW MEMBERS IN 2024



576

YOUNG PEOPLE
SUPPORTED INTO
EDUCATION,
EMPLOYMENT OR
TRAINING
(SINCE THE LAUNCH
OF YOUTH HUB IN
2021)

13,337

ENGAGEMENTS IN MAKER
ZONE (STEM)

26,639

ENGAGEMENTS IN SPORTS

8,160

ENGAGEMENTS IN HEALTH &
WELLBEING

YOUNG PERSON QUOTE

"I wouldn't be where I am now if I didn't
have the support of the Blackburn
Youth Hub. Through 1-1s they have
given me the opportunity to gain my
confidence back and they have helped
me push my limits even further and got
me out of my shell."

THE ROLE

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DUTIES AND RESPONSIBILITIES

- Promote volunteer opportunities through local networks, online platforms, and community organisations.
- Meet with potential volunteers undertaking on boarding and other relevant screening procedures.
- Ensure that all new volunteers are properly inducted, including the completion of necessary paperwork, safeguarding and health and safety training.
- Maintain a volunteer database and track volunteer hours, roles, and training.
- Provide ongoing support and guidance to volunteers, ensuring they feel valued and motivated.
- Act as the primary point of contact for volunteers, addressing any concerns and resolving conflicts.
- Organise regular volunteer catch ups and team-building activities to foster a supportive and cohesive volunteer community.
- Coordinate the Youth Zone work placement programme, including the advertising of placements, development of the programme and evaluation of all placements.
- Coordinate the learning and development across the Youth Zone, including volunteers and staff.
- Manage the appraisal process, ensuring managers are aware of the requirements and that appraisals are being offered.
- Deliver both existing and new training to all Youth Zone staff as and when required
- Regularly evaluate volunteer satisfaction, training effectiveness and the work placement programme, and the overall volunteer program's success.
- Prepare reports on engagement, training outcomes, and recommendations for improvements.
- Ensure compliance with all relevant legislation and organisational policies, particularly regarding safeguarding and volunteer welfare.

MEASURABLE OUTPUTS:

- Increase in the number of volunteers within the Youth Zone.
- High satisfaction within all training and placements

PERSON SPECIFICATION

ESSENTIAL

- Proven experience in volunteer or training coordination, ideally within a youth-focused or community-based organisation.
- Strong organisational skills and the ability to manage multiple tasks simultaneously.
- Excellent communication and interpersonal skills, with the ability to work effectively with volunteers, staff and external stakeholders.
- Knowledge of best practices in volunteer management, safeguarding, and youth development.
- Experience of developing and delivering a variety of training to small and large groups
- Experience of managing team of volunteers
- Ability to develop and deliver training programs tailored to volunteer and staff needs.
- Flexibility and the ability to adapt to changing needs and priorities.

DESIRABLE

- Experience working with young people in a youth work, education, or community setting.
- A relevant qualification in youth work or learning and development

WORKING HOURS

- 37.5 hours per week (part time hours will be considered). The usual hours of work are 9am to 5pm with a 30 minute lunch break.
- There may be occasions when working in evenings and weekends are required due to Youth Zone operating hours and nature of this role.



BENEFITS



FREE GYM ACCESS



33 DAYS HOLIDAY
(INCLUSIVE OF BANK HOLS)



WELLBEING SUPPORT



FLEXIBLE WORKING



BIRTHDAY DAY OFF

HOW TO APPLY

Blackburn & Darwen Youth Zone is committed to the safeguarding of young people. In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.

The strength of OnSide Youth Zones comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone team reflects the communities we serve, and we value people working together from a range of different backgrounds locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive. The Youth Zone welcomes applicants from all sectors of the community.

For an informal discussion about the role please contact amy.musgrove@blackburnyz.org.

Interviews are likely to be held during the week of the 28th April 2025.

To apply, send your CV and cover letter via the Indeed [HERE](#)



Our HEART values are at the core of everything we do.



HONESTY



RESPECT



EXCELLENCE



OUR VALUES



TEAMWORK



ACCOUNTABILITY