



PERSON SPECIFICATION - Services & Volunteer Coordinator

Qualifications		
	<ul style="list-style-type: none"> Relevant professional qualification or equivalent work experience 	Essential
Experience		
	<ul style="list-style-type: none"> Working in the voluntary sector 	Essential
	<ul style="list-style-type: none"> Development, recruitment, training and support of volunteers 	Essential
	<ul style="list-style-type: none"> Experience of using MS 365 and a data management system (CRM) 	Essential
	<ul style="list-style-type: none"> Implementing and evaluating volunteer programmes 	Desirable
	<ul style="list-style-type: none"> Helpline/advice services 	Desirable
	<ul style="list-style-type: none"> Some project management experience from development to delivery 	Desirable
Skills and Knowledge		
	<ul style="list-style-type: none"> Able to develop and maintain strong relationships with volunteers and colleagues 	Essential
	<ul style="list-style-type: none"> Excellent communication skills both verbal and written format 	Essential
	<ul style="list-style-type: none"> Understanding of GDPR and good data practices. Able to responsibly handle personal information clearly, accurately and ethically. 	Essential
	<ul style="list-style-type: none"> Ability to manage changing priorities and own workload accordingly 	Essential
	<ul style="list-style-type: none"> Ability to write project reports updating senior leadership on progress and identify any areas of need. 	Desirable
	<ul style="list-style-type: none"> Current knowledge of good practice in volunteer recruitment and development 	Desirable
Personal Qualities		
	<ul style="list-style-type: none"> Commitment to diversity and inclusion 	Essential
	<ul style="list-style-type: none"> Willingness and availability to work evenings and occasional weekends 	Essential
	<ul style="list-style-type: none"> Organised and attentive to detail 	Essential
	<ul style="list-style-type: none"> Approachable and professional 	Essential
	<ul style="list-style-type: none"> Flexible and creative thinker 	Essential
	<ul style="list-style-type: none"> Empathic and non-judgemental approach 	Essential
	<ul style="list-style-type: none"> Team player; ability to communicate effectively with colleagues at all levels 	Essential