

**JOB TITLE:**

**Volunteering Co-ordinator**

Department	Division	Reports to	Salary	Type of contract
Operations	Community & Volunteering	Volunteering Manager	£26,000 per annum	Permanent

**Location:**

Hybrid working; the person in this role can be based anywhere in the UK but will sometimes be required to be in our Reading office. Travelling to Reading to fulfil your role duties is not reimbursed, but when you travel to the hub on organisational occasions specified in expensed meetings calendar, you'll be reimbursed through payroll.

**Direct reports/Immediate relationships:**

Community & Volunteering Lead  
 |  
 Volunteering Manager  
 |  
 Volunteering Co-ordinator

**Core Purpose:**

Volunteers are at the heart of all that we do at Make-A-Wish UK and are a vital part of enabling us to grant magical wishes for children living with critical conditions. The Volunteering Administrator will support the organisation to recruit, onboard and support our Make-A-Wish UK Volunteers.

This role is ideal for someone who is looking to gain experience and knowledge within a supportive and friendly team in the third sector. Working alongside more experienced colleagues, the role will be varied and interesting as we implement our new Volunteering Strategy to enable all Volunteers to feel Inspired, Empowered and Recognised.

**Key Responsibilities:**

- Provide effective administrative support to Volunteers across the charity.
- Be a point of contact to our Volunteers on a daily basis.
- Deal with Volunteer queries and solve issues in a manner aligned with Make-A-Wish values Be Inspiring, Be Magical and Be Inclusive.
- Organise interviews and training sessions for Volunteers.
- Support colleagues across the organisation working with Volunteers as required.
- Manage Volunteers' data and activities effectively via Salesforce and according to data protection regulations.
- Provide magical support to colleagues in the Community & Volunteering Team with logistics, administration, and any other operational tasks.
- Support the Wishgranting, Experience, and Referrals Teams in responding to enquiries from different external stakeholders as required.
- Support with the vetting checks for volunteers in recruitment.
- Any other reasonable activities relative to the scope and size of the role.

**As a Make-A-Wish colleague, you will also need to:**

- Be led by the needs of the wish child in all we do and make decisions as close to the child as possible and wherever possible by the child.
- Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers.
- Have a practical understanding of the Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Strengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way.
- Attend organisational meetings, like symposiums and town halls.
- Keep yourself informed about things going on across the organisation by making use of internal communications channels, e.g. Teams, Wish Wisdom (our colleague newsletter).
- Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute to them through your role.
- Actively listen to other people, particularly those with views that are different to your own.
- Embed the principles of our Equality, Diversity and Inclusion Charter within your role.
- Be open to collaboration and working across different teams to help the organisation achieve its strategic objectives.
- Be able to work independently in an agile environment, understanding that different people across the organisation have different working patterns.
- Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in a common vision and mission, and support organisational efforts of reaching every child by, for example, answering phones when other teams are busy, supporting activities happening across the organisation, etc.

## **PERSONAL PROFILE**

**To be successful in this role you will need:**

**Experience, Skills and Knowledge**

- High level of IT skills
- Be able to work with a range of internal and external stakeholders
- Excellent organisational and time management skills with the ability to be able to prioritise an ever-changing workload.
- Confidence working within a team environment but also able to work autonomously where appropriate
- The ability to problem-solve and make appropriate decisions independently – or seek advice and support when required.
- Experience around volunteering is desirable but not essential.

**Personal Qualities**

- Friendly, courteous and professional
- Use initiative, and be proactive
- Maintain high levels of attention to detail
- Self-motivated to work towards professional qualifications at the same time as working
- Be motivated to support others
- Punctual and reliable

- Embed the principles of Equality, Diversity and Inclusion within the role
- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives