



**Job Title:** Volunteering Support Officer

**Responsible to:** Volunteer Centre Manager

**Salary:** NJC Scale Point 22 (£20,138 - £21,074 p.a.)

**Hours:** 37 hours per week

**Term:** Indefinite, subject to funding

<b>C3SC Vision:</b> A strong, diverse and relevant Third Sector in Cardiff	
<b>C3SC Functions</b>	<b>C3SC High level Outcomes</b>
1. Sector support and development	- Third Sector Organisations (TSOs) are skilled, knowledgeable and well run
2. Sector collaboration and co-ordination	- TSOs network and collaborate
3. Sector influence and representation	- TSOs influence policies and programmes
4. Volunteering	- TSOs develop innovative programmes and activities that promote active and involved citizenship through volunteering
Cross cutting themes	- TSOs reflect their commitment to Equalities & Diversity - TSO's reflect their commitment to social, economic and environmental sustainability

The post holder will be required to contribute to the achievement of C3SC's vision as stated above providing a comprehensive and responsive volunteering infrastructure service that promotes, supports and represents volunteering in Cardiff.

## **Job Purpose**

Support the Volunteer Centre Manager to deliver a programme of activities that support C3SC, people and organisations with their volunteering activities. Activities will include setting up, coordinating and supporting volunteering and work placement schemes for C3SC, and with local charities, public and private organisations, and will involve promoting volunteering and good practice with people and community groups, recruitment, selection, supervision, personal development planning, training and monitoring.

## **Key tasks**

### **1. Supporting volunteering schemes and projects**

- Work with the Volunteer Centre Manager to develop a volunteering strategy to identify opportunities and source funding to develop and sustain volunteering
- Develop and coordinate a volunteering plan that meets the interests and needs of volunteers and liaise with colleagues to determine volunteering need, and put in place plans to meet their needs and the outcome targets across our service
- Support voluntary, public and private organisations to develop and deliver volunteer schemes and plans that support good practice in volunteering

### **2. Supporting volunteer activity:**

- Deliver a responsive volunteering programme that ensures volunteers experience a high standard placement and develop proposals to improve the programme and systems
- Ensure relevant checks are undertaken when recruiting volunteers, including DBS
- Provide a programme of induction and essential training - such as basic key skills, health and safety, equalities) to volunteers and support them to develop a personal volunteering plan
- Supervise volunteers to undertake their daily tasks and support them with regular reviews of their personal plan; put in place and review agreed support, learning, training and development activities that support their needs and interests
- Work with other voluntary organisations and develop and sustain good working relationships to influence decisions about volunteering and develop scheme and placements that meet the individual development needs of volunteers, including people from under-represented groups
- Be a point of contact and respond to enquiries in relation to volunteering in a timely manner.
- Maintain databases and undertake any other administrative duties
- Meet targets for the delivery of these activities, including delivery within budgets, collate monitoring data and prepare regular timely reports
- Help to nurture a whole team ethos alongside staff amongst the team of volunteers

### **3. Promoting volunteering and social action:**

- Map current volunteering opportunities and develop potential new ones based on the needs of C3SC and organisations worked with
- Promote volunteering - internally and externally - through publicity strategies - including social media, website and other digital/web tools, outreach services, campaigns and profile raising meetings and events
- Use recognition and reward programmes and organise events to ensure volunteers know their activities benefit the organisation and the community and to celebrate their achievements

### **4. Support good practice in volunteering:**

- Keep up to date with legislation and policy related to volunteering and make any necessary changes to accommodate revisions
- Ensure the highest standards of health and safety, safeguarding and risk assessment are in place for all volunteering activities
- Proactively promote the principles and practice of equality, diversity and inclusion and abide by and support the organisation's Equalities Policy as an integral part of all duties

### **5. Effective engagement in policy:**

- Represent volunteering at relevant meetings.

### **6. General**

- Understand personal responsibilities for ensuring the highest standards of health and safety towards yourself and others - e.g. volunteers, other team members, service users, the public)
- Uphold standards in line with Data Protection and Confidentiality and ensure safe storage of information, regular review of stored information, and disclosure of information only in line with its intended use
- Work effectively with peers to advise, assist and share best practice
- Attend relevant internal and external meetings as agreed with your line manager
- Participate in supervision, appraisal and personal development planning sessions
- Undertake other such duties that are consistent with the overall purpose of the post that support the furtherance of C3SC's aims, objectives, plans and priorities

## **JOB TITLE: VOLUNTEERING SUPPORT OFFICER**

### **PERSON SPECIFICATION**

1. Commitment to upholding, actively supporting and implementing C3SC's values, mission and aims
2. Experience in supporting volunteering and/or community development work.
3. Confident presentation and networking skills with the ability to professionally represent the organisation and the third sector
4. Able to communicate effectively at a range of levels and with people from all walks of life
5. Ability to monitor performance, meet targets, record and analyse information and statistics and prepare timely reports
6. Ability to plan and prioritise own work, meet deadlines and work constructively on your own initiative within a pressurised environment
7. Computer literate in Microsoft Office, internet, email etc.
8. Competent in the use of social media as a tool for marketing and communications
9. Proven knowledge and experience of providing professional and effective services and a positive culture of customer care, preferably within the third sector.
10. Commitment to continuing learning, training and development
11. Proven ability to contribute to and support a positive team environment
12. Ability to positively support the maintenance of a healthy and safe working environment
13. Access to and use of own car desirable. Able to work out of normal office hours when required.
14. Equality and diversity: C3SC is committed to equality and representing the full diversity of the community. Post holders are expected to understand and uphold all elements of C3SC's Equality and Diversity policies and procedures contained within the Staff handbook and its' parent policies. The post holder is also expected to promote diversity, challenge discrimination and attend annual training in keeping with C3SC's Equality Action Plan to ensure they have an understanding of developments and UK legislation around Equality and Diversity.

**Applications by CV will not be accepted**

Application Forms can be found on the vacancies page of C3SC's website - at [www.c3sc.org.uk](http://www.c3sc.org.uk).

Completed forms to be emailed to: [recruitment@c3sc.org.uk](mailto:recruitment@c3sc.org.uk) or posted to Sheila Hendrickson-Brown, marked 'Private & Confidential', at:

Cardiff Third Sector Council (C3SC)  
Baltic House  
Mount Stuart Square  
Cardiff  
CF10 5FH