


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	<b>Volunteer Co-ordinator</b>	
Department	<b>Customer Services</b>	
Reports to	<b>Performance Manager</b>	
Grade:	6 (Provisional)	
Date:	22.4.16	

### 1. Purpose of Job

- 1.1. To support the provision of a well resourced and managed volunteering infrastructure to the customers of Hanover Scotland. To minimise risk to customers and to support customer engagement within the organisation.

### 2. Main duties and responsibilities

- 2.1. To ensure that a robust infrastructure is in place to facilitate volunteering.
- 2.2. To research, write and implement volunteering policies and processes which support volunteers and residents whilst protecting the reputation of Hanover.
- 2.3. To develop risk assessments for volunteering opportunities across the organisation.
- 2.4. To monitor the uptake of volunteering across the organisation.
- 2.5. To work with local third sector organisations to promote the work of Hanover and encourage take up of volunteering opportunities across the organisation .
- 2.6. To ensure that the administration of volunteering recruitment checks are undertaken.
- 2.7. To manage any problems which may arise with volunteer positions efficiently and effectively.
- 2.8. To conduct monthly monitoring of the uptake of volunteering.
- 2.9. To assess whether a local volunteering initiative will support residents and Hanover's service delivery. Ensuring that the values of Hanover are being considered at all times.
- 2.10. To research, write and implement an induction process for volunteers. Ensuring that all staff directly managing volunteers adhere to the process and hold records of training and development undertaken.
- 2.11. To develop a budget for volunteering ensuring that the service is adequately resourced and that expenditure against budget is regularly monitored with any overspends being communicated to the Performance Manger.
- 2.12. To prepare service related reports and analysis as required.
- 2.13. To develop and administer forms and records to record volunteer activities.

### 3. Leading the volunteer program

- 3.1. Ensure that relevant staff have the appropriate training to enable them to manage volunteers effectively.
- 3.2. To liaise with customers to promote volunteering and to fully explore volunteering ideas with customer groups.

- 3.3. To promote with third sector agencies the work of Hanover to promote volunteer opportunities.
- 3.4. To promote volunteering to all staff to highlight the value to the organisation and its residents.
- 3.5. To operate within the Association's policies and procedures and overall strategy.
- 3.6. To assist and share knowledge and experience with colleagues as required.
- 3.7. To undertake any other duties delegated by the Performance Manager

#### **4. Performance Management**

- 4.1. To work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 4.2. To operate within the Performance Strategic Business Unit (SBU).
- 4.3. To deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.
- 4.4. To analyse work and produce action plans where performance improvement is required.

## Person Specification

### Job Title: Volunteer Coordinator

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
A working knowledge of the housing sector.	Desirable
A working knowledge of third sector organisations who provide and support volunteers.	Essential
Skills to apply the above knowledge for the better running of the business and good customer services.	Essential
Thorough knowledge of and skill to apply robust and fair volunteering and customer engagement policies and procedures.	Essential
Ability to promote, apply and maintain efficient, effective and viable administration which maximizes the application of information technology.	Essential
Skilled manager of volunteers able to demonstrate achievement of good results through working well with people.	Essential
Able to demonstrate good customer services skills in service provision.	Essential
Clear communicator in person and in writing /other forms of communication taking into account good inter-department and inter-agency working.	Essential
Able to identify issues and work to achieve prompt, viable and mutually satisfactory outcomes wherever practicable.	Essential
Able to identify and promote implementation of measurable improvements in processes and practice.	Essential
Budgeting and finance monitoring skills commensurate with the role.	Essential
Computer skills, including experience using Microsoft Windows, word-processing & e-mail.	Essential
Skilled in applying and monitoring the application of day to day health and safety provisions with and affecting staff , customers , and volunteers including risk assessment and incident reports.	Essential
Knowledge of customer engagement within the housing sector	Desirable

<b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i>	
Two years experience in managing volunteers.	Essential
Experience of working within the housing sector	Desirable
<b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
Educated to degree level or equivalent or relevant experience	Desirable
Diploma in Housing	Desirable
<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
Requires to be a member of the PVG Scheme in respect of adults	Essential
Current and preferably clean full driving licence	Desirable
<b>5. Equal Opportunities</b> This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential