



**Job Vacancy: Volunteer Coordinator (operational, fundraising & events)**

(Maternity cover for 12 month contract) £21k 37.5 hours a week (flexible, applications for part-time considered)

Support Dog is a unique and innovative national charity that has been transforming the lives of families affected by autism, epilepsy and disability for 30 years.

Support Dogs trains and provides specialist assistance dog to give 100% reliable advance warning of epileptic seizures; to help children with autism to stay safe and better engage with the world around them. Our disability assistance dogs bring independence and a better quality of life for those with physical disabilities including MS, Cerebral Palsy and Fibromyalgia.

Founded and entirely based in Sheffield our charity operates across the UK, growing significantly over recent years. The demand for our work is overwhelming, with requests for support increasing ten-fold over the past few years. Support Dogs provides all of its services free of charge and relies entirely on voluntary donations for funding.

Volunteers are vital to our charity, they provide over 100,000 hours of support a year to our work. We are recruiting for someone to provide 1 year maternity cover in the post of Volunteer Coordinator.

Work alongside a current post holder. This role is to provide excellent care and support for all our charity's volunteers. This role also has a specific focus on our volunteers who support our fundraising and awareness efforts through running community collections, stalls and talks. They will also recruit and care for any office volunteers that are required. We are looking for someone who is experienced in working with volunteers, well organised and is great with people.

Recruitment of new volunteers is also a key part of this role and so we will require the post holder to manage activity to achieve this, including some occasional weekend and evening work at specific recruitment events.

Applicants are to send a covering letter and CV to **[danny.anderson@supportdogs.org.uk](mailto:danny.anderson@supportdogs.org.uk)**. Deadline 5 January 2024

Please ensure to include details of relevant experience, and why you feel that you meet the criteria of the role, using specific examples to demonstrate your suitability.



### Job Description

Title:	Volunteer Coordinator (fundraising & events)
Salary:	£21,000 pa
Purpose of Job:	To support the charity through the recruitment, training and stewardship of all volunteers, but with a focus on those who directly support our dog in training (e.g. Puppy socialisers & Foster carers).
Responsible to:	Fundraising Manager
Specific Duties:	<p><b>Recruitment of Volunteers</b> Promoting and advertising volunteering opportunities</p> <ul style="list-style-type: none"> <li>- Creating ongoing calendar of recruitment events and activities</li> <li>- Organising &amp; promoting recruitment events &amp; activities</li> <li>- Developing and running an appropriate interview, assessment and selection processes</li> <li>- Working with digital and communications officer to develop appropriate recruitment materials.</li> </ul> <p><b>Training of Volunteers</b> Co-ordinating the training for volunteers</p> <ul style="list-style-type: none"> <li>- Working with the fundraising and administration teams to ensure ongoing programme of training and support for new and existing volunteers</li> <li>- Working with fundraising team to identify recurring weaknesses/problems in training programme and support</li> <li>- Creating an ongoing calendar of recurring training and mentoring events</li> </ul> <p><b>Coordination of Volunteers</b> Organising existing volunteers to maximise meet needs of the charity</p> <ul style="list-style-type: none"> <li>- Ensuring there is appropriate volunteers to enable the charity to maximise its ability to fundraise and promote its work to organisations and schools across the UK.</li> <li>- Keeping an up-to-date calendar for all events and coordinate volunteers to meet these needs.</li> <li>- Building relationships with volunteers to identify connections they may have that will grow the charity, or skill sets that we can use.</li> <li>- Identifying and providing effective methods of regular communication and engagement with existing volunteers. Including a monthly e-newsletter and management of volunteer social media groups</li> </ul>

	<p><b>Retention of volunteers</b>  Keeping our existing volunteers</p> <ul style="list-style-type: none"> <li>- Managing an on-going process for collating feedback from volunteers to be able to measure quality of the support we provide and monitor impact on volunteers.</li> <li>- Co-ordinate a process of keeping in touch with unused volunteers</li> <li>- Develop a programme of events/training/activity to keep unused volunteers engaged in the work of the charity</li> <li>- Develop a programme of thanking and appropriately rewarding volunteers</li> </ul> <p><b>Administration of volunteers</b>  -Ensuring up to date records of all volunteers are on the CRM and other key documents</p> <ul style="list-style-type: none"> <li>- Ensuring records are kept of volunteer activity, included dogs they have cared for and events attended.</li> <li>- Ensure up to date records are kept of recruitment and retention of volunteers. Tracking where volunteers are in the recruitment process.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of recruiting volunteers</li> <li>• Experience of managing volunteers and providing support , training and thanks.</li> <li>• Experience of organising events and activities</li> <li>• Experience of presenting to groups</li> <li>• Confident and comfortable around dogs</li> </ul>
Essential qualities:	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills. Able to communicate with a wide range of people both internally and externally in person, by phone and electronically</li> <li>• Excellent writing skills and a very high standard of written English with a close attention to detail</li> <li>• Excellent IT Skills including experience of maintaining databases and Microsoft packages</li> <li>• Numerate with the ability to summarise and understand basic budgets</li> <li>• To be confident and comfortable in the presence of dogs</li>   <li>• A high level of initiative</li> <li>• The ability to work under pressure</li> <li>• To be able to prioritise work</li> <li>• Confidentiality</li> <li>• Sensitivity</li> <li>• To have an adaptable approach to work.</li> <li>• Full driving licence</li> </ul>
Preferred qualifications: (not essential as full training will be provided)	<ul style="list-style-type: none"> <li>• To have a knowledge/ be willing to learn about disabilities</li> <li>• To have a knowledge of positive dog training</li> </ul>