



## Bristol Animal Rescue Centre Fundraising & Communications team

<b>JOB TITLE</b>	Volunteer Coordinator
<b>HOURS OF WORK</b>	Permanent role, 21 hours p/w which can be worked flexibly
<b>LOCATION</b>	Bristol Animal Rescue Centre, 48-50 Albert Road, St Philips, Bristol BS2 0XA/ Hybrid (home-working available subject to business requirements)
<b>PURPOSE OF JOB</b>	<p>As a key member of the Fundraising &amp; Communications team, you'll be responsible for managing our 250+ strong volunteer team, who are the lifeblood of our organisation.</p> <p>You'll take a strategic approach to recruiting, training and retaining volunteers, responding to the needs of the organisation. You'll empower volunteers to get the most out of their time with us, and ensure it's a mutually beneficial relationship.</p>
<b>KEY RELATIONSHIPS</b>	This role will work across the organisation working with all teams, from our operation teams (animal clinic and animal home) as well as our support teams (fundraising, reception, maintenance and more). You'll be a strong relationship manager with an eye for problem solving.
<b>RESPONSIBILITIES / DUTIES</b>	<ul style="list-style-type: none"> <li>● Develop and deliver our volunteer plans in line with our organisational strategy, to enable us to continue to fulfil and grow our mission of helping, healing, and homing Bristol's animals in need.</li> <li>● Work with colleagues across the organisation to identify potential volunteer opportunities, ensuring that volunteers are in place to support the mission of the charity, and subsequently support colleagues to enable our volunteers to successfully deliver their tasks.</li> <li>● Develop plans to reach new volunteers and grow our active volunteer base.</li> <li>● Manage our 250+ volunteer force, which consists of individuals supporting with hands-on animal care, site-wide maintenance, community engagement, fundraising support and office support.</li> <li>● Develop volunteer role descriptions and person specifications, and lead on the recruitment of volunteers.</li> <li>● Organise and deliver inductions, initial and on-going training.</li> <li>● Maintain accurate and up to date Volunteer records on the database, including volunteer information (e.g. availability/ skills/training/agreements).</li> <li>● Be the first point of contact for volunteers to come to with ideas, concerns or queries.</li> <li>● Provide well-being and mentoring support to volunteers so that they are competent in their role and feel valued members of the team.</li> <li>● Produce performance reports on volunteer activity.</li> <li>● Regularly review the impact and progress of the volunteering programme, seeking feedback from volunteers, the wider Bristol A.R.C. Team and service users.</li> <li>● Recruit and manage fundraising volunteer groups in collaboration with the fundraising team.</li> </ul>



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	<ul style="list-style-type: none"> <li>● Plan and manage regular updates, communications and acknowledgements for volunteers.</li> <li>● Work with the Communications and Marketing Manager to celebrate volunteers week annually</li> <li>● Ensure that volunteer induction, training and support is well embedded and works for all teams. Conduct regular reviews of roles, volunteer impact and reporting for senior managers and trustees.</li> <li>● Work with the Marketing &amp; Communications Manager to promote volunteering internally and externally.</li> <li>● Work with the Facilities, Health &amp; Safety, and Administration Manager to ensure all Volunteer activities and Administration is H&amp;S compliant and adheres to data protection requirements.</li> </ul>
<p><b>PERSON SPECIFICATION: Qualifications, Skills, Experience and personal attributes:</b></p>	<p><b>Qualifications, skills, experience and attributes required</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>● Previous experience of working/leading with and supporting volunteers</li> <li>● Excellent organisational skills</li> <li>● Strong team building skills and demonstrable experience working across teams</li> <li>● Ability to work independently and without supervision</li> <li>● Experience planning a programme of work</li> <li>● Positive can do attitude</li> <li>● Understanding of health and safety and legislation for volunteers</li> <li>● Experience developing and delivering inductions and training</li> <li>● Confident communicator with outstanding interpersonal skills</li> <li>● Good IT skills, including Microsoft Office/Google suite /databases for record-keeping</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>● Track record as a Volunteer Coordinator</li> <li>● Experience providing people support, including wellbeing and mentoring support</li> <li>● Experience of working across an organisation, managing the requirements and expectations of different teams</li> <li>● Understanding of data protection requirements</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>● The post holder may be required to undertake a standard DBS check.</li> </ul>
<p><b>KEY INFORMATION</b></p>	<p><b>Salary:</b> £25,500 pro rata (£15,300 actual)  <b>Hours:</b> 21 hours, worked flexibly  <b>TOIL:</b> This role will also require work outside of normal office hours, and on weekends, on occasion, for which time off in lieu is available in agreement with the line manager.  <b>Annual leave:</b> 20 days pro rata with additional day at end of each year, rising to a maximum of 27 days. You are also entitled to 8 public holidays a year.</p> <p><b>Non-salary benefits:</b></p>



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|  | <ul style="list-style-type: none"><li>● Free Employee Assistance Service</li><li>● Free eye tests</li><li>● Funding for CPD and training relevant to the role</li></ul> |
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The duties listed are not exhaustive. Other reasonable duties may be required from time to time at the discretion of your Senior Manager / the CEO.