



## **Volunteer Coordinator Role** **Local**

**Bridge the Gap-Families In Need CIC (BTGFIN CIC) is a mutual aid organisation based in Hackney, set up to support families and their children in need.**

**We aim to provide a non-discriminatory service to families and their children enabling all to feel comfortable. We would love you to join our warm and friendly team and play a part in creating our future.**

### **Purpose of the Role:**

As a Volunteer Coordinator, you will be managing all elements of 'Volunteering' on behalf of BTGFIN CIC. You will be coordinating all volunteer positions, support in the onboarding of volunteers, manage relationships between volunteers and BTGFIN CIC directors and help all volunteers uphold the CIC's policies and procedures. The job holder will be required to carry out all tasks within his/her level of skill and ability.

### **Role Description:**

- Be the first point of contact for all BTGFIN CIC volunteers
- Support HR Admin in preparing onboarding materials for new volunteers, including handbooks, programmes, and kits
- Distribute information regarding volunteer policies and procedures
- Monitor volunteers during their appointments
- Manage communication among volunteers and between BTGFIN CIC, in order to share news, progress projects and share any other available positions
- Address any problems and issues that volunteers are facing to HR & Directors
- Maintain a database of volunteers and their projects
- Monitor, support, motivate and accredit volunteers and their work
- Celebrate volunteering by nominating volunteers for awards and organise celebration events
- Promote the charity, its volunteer efforts, and its accomplishments internally and externally

### **Skills:**

- Excellent written and verbal communication skills
- Strong interpersonal skills
- Administrative and management skills
- Ability to motivate and inspire others
- Ability to support and organise team work
- Be empathetic towards volunteers and their needs
- Flexible and non-judgmental approach towards people

## **Commitment**

The role requires at least 6-8 hours support per week for at least one year at our base subject to availability (depending upon the tasks assigned).

Candidate must be located in or around Hackney (preferable)

We meet every month for about 1 hour and a half to discuss updates and plans for next steps. There may be the opportunity to attend other events or activities associated with the BTGFIN CIC.

This could be a great opportunity for the right candidate to build experiences.

The Volunteer Coordinator will be expected to work within the ethos of BTGFIN CIC and have high standards of practice. The need to respect confidentiality is paramount, as is a responsible and flexible approach to the work.

## **The benefits of working with Bridge the gap-families in need CIC team**

- You learn new skills, gain more confidence
- Build friendships with others in a caring environment
- Work in the community with a range of other professionals
- Being part of a great team and having fun
- Flexible working hours
- Receive relevant training

## **Equal Opportunities**

BTGFIN CIC are committed to achieving an inclusive environment which provides equality of opportunity and freedom from unlawful discrimination for everyone who works within and accesses our organisation and services.

## **Ready to apply?**

All applications are completed online. You'll answer some simple online questions, upload your CV and if successful, be invited to a face to face interview with the Company Director.