

Do you want to be part of a lifesaving crew?

Volunteer Coordinator

Salary: £20,000-£23,000

Hours: Full time, 35 hours per week

To provide support in Lancashire area

The North West Air Ambulance Charity provides rapid pre-hospital care needed to make a life changing difference. We provide emergency medical treatment when time is critical.

This is an exciting time for North West Air Ambulance Charity. We're in a strong financial position which has enabled us to implement new and innovative ways of working and increase our impact on patient outcomes.

The job:

The volunteer co-ordinator will work closely with and support staff responsible for managing volunteers, you will be involved in the full volunteer journey from recruitment, ongoing communication and support and reward and recognition. The volunteer co-ordinators will also support with delivering administrative and operational support to both volunteers and staff.

The Ideal Candidate:

You will promote volunteering with NWAA to a wide audience making best use of central marketing and PR materials and/or create or alter materials locally as necessary to translate interest into action. The successful candidate will form and develop relationships with other organisations, community groups, businesses, and volunteering centres to promote volunteering with NWAA. You will also support the recruitment and selection of volunteers across the organisation and assist in championing and implementing a volunteer strategy.

The Charity offers the following benefits to all our eligible employees:

- Cycle to work Scheme
- Life Assurance
- Cash Back Scheme which includes cash back for dental treatment and a range of medical treatments as well as staff discounts with a range of retailers
- 24 hour confidential Employee Assistance helpline
- Salary Sacrifice Scheme for pension contributions

How to Apply:

Closing Date: 13th July 2022

Please send your CV and (optional) covering letter to recruitment@nwairambulance.org.uk

Please note: We shall arrange interviews with suitable candidates as applications come in, therefore please consider applying as soon as possible.

NORTH WEST AIR AMBULANCE CHARITY

JOB DESCRIPTION

JOB TITLE:	Volunteer Coordinator (Lancashire)
BASE:	Community Hub/NWAA Office - Blackburn
DEPARTMENT:	Income and Engagement
REPORTING TO:	Head of Volunteer Engagement
SALARY:	

Overall purpose of the role:

To manage the delivery of all elements of the volunteering strategy within a designated area of the region, working closely with colleagues within the Volunteering team and wider Income and Engagement team to ensure that the benefits of volunteer support are maximised across NWAA.

Main duties and responsibilities:

- Working within the NWAA Volunteer strategy, assess NWAA's changing needs in the designated area, providing the Head of Volunteer Engagement with regular feedback and updates about progress and area development.
- Source volunteers through various techniques (recruitment stalls, e-mail, partnerships, social media etc.), taking every opportunity to advertise the benefits of NWAA volunteering to prospective new volunteers
- Recruit volunteers through the agreed selection process, a combination of face to face, by phone and virtually, ensuring they are appropriately selected and share the values of NWAA
- Assess the skills of volunteers and ensure that they are assigned responsibilities which will enable them to capitalise on their strengths organising and trained for a position
- Maintain the volunteer database using our CRM system, ensuring that details of all new volunteers are recorded securely and undertake other relevant administrative duties relevant to volunteer recruitment and exit
- Undertake risk assessments for volunteers prior to allocating them tasks and take the necessary action if any risks identified are considered unacceptable
- Provide volunteers within the allocated area with access to training, regular central communications, recognition and updates as required, so that they feel equipped, valued and well supported
- Coordinate the efforts of teams of volunteers for large-scale activities, working closely with our community fundraising team to deliver an exceptional volunteer experience
- Ensure the purpose of the organisation and its actions is clearly communicated to all volunteers and disseminate information for upcoming actions and events
- Work closely and collaboratively with volunteer managers across all departments to ensure the smooth delivery of NWAA's volunteer strategy and to add value and support to our fundraising activities

- Take on projects to support and develop the volunteer experience
- Monitor, evaluate and accredit volunteers, providing feedback on an individual basis and escalating any issues identified to the Head of Volunteer Engagement as necessary
- Work closely with the other members of the Volunteering team to ensure that volunteers' expenses are reimbursed in line with the Charity's policy and within budget

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none"> • Experience in volunteering • Experience in recruiting through various channels • Working knowledge of databases and MS Office (especially Excel) 	
Skills	<ul style="list-style-type: none"> • Skilled communicator at all levels; including ability to influence • Facilitation and engagement skills 	
Personal Attributes / Abilities	<ul style="list-style-type: none"> • Empathy and strong interpersonal skills • Strong customer service ethos • Creative thinking 	
Other	<ul style="list-style-type: none"> • Driving License and availability of car for business • Able to be available outside normal office hours including weekends and being away from home 	