



Job title: Volunteer Response Coordinator

Location: Rugeley WS15 1DF

Contract type: 1 year FTC

Hours per week: 16 hours per week (Maternity Cover contract)

Salary: £13,520 per annum

Reporting to: Support Worker

Brereton Million is a project initially funded by The National Lottery as part of the Big Local programme, an initiative led by The National Lottery Community Fund and managed by Local Trust. With a vision to empower communities across England, Big Local has funded 150 areas £1 million each and placed decision-making directly in the hands of residents. By providing substantial financial support, Big Local aims to cultivate empowered, resilient, dynamic, and asset-rich communities.

To date, we've achieved significant progress across various projects. Our local park underwent a remarkable transformation, thanks to collaborative efforts to create a new play area tailored to meet the needs of residents of all ages. This revitalisation project, complemented by amenities such as a running track and outdoor gym, has significantly enriched our town's open space. Additionally, we have provided support to several local groups through our Community Fund and provided skill-building opportunities and youth provision that have further bolstered community engagement and cohesion. Through successful events like open-air cinemas and Winter Wonderlands, we've also fostered a sense of unity and enjoyment among residents and opened a community hub building to host community-based groups and activities.

Our attention has now turned towards establishing a lasting legacy through the creation of our own Charitably Incorporated Organisation (CIO) called Brereton Million. This transition allows us to maintain our dedication to engaging with the local community, ensuring that we remain focused on addressing their identified priorities. By doing so, we can continue to implement improvements that benefit everyone.

Our **Volunteer Response Coordinator** plays a crucial role in the recruitment, training and coordination of volunteers to make events run like clockwork and upskill individuals within the community, helping to increase volunteer longevity and satisfaction. They will be the first point of contact and advocate for vulnerable people in need of immediate support and assist trustees in their goal of creating a legacy of sustainable community capacity with a growing emphasis on helping people to help themselves.

Key Responsibilities for the role:

- Manage the end-to-end volunteer recruitment and selection process from advertisement to training.
- Prepare materials for all volunteer inductions, including handbooks and programs and carry out the onboarding training.
- Create relevant and meaningful descriptions for all volunteer positions.
- Manage and maintain expectations of the volunteers, ensuring all H&S procedures are adhered to
- Act as an approachable, visible ambassador for residents and the community with a focus on practical actions and hands-on support.
- Assist residents in becoming more independent by providing practical support and acting as an advocate for public services when necessary.
- Monitor the BM volunteer portal, responding to all resident queries in a timely and appropriate manner, whether that be by yourself or a fellow volunteer.
- Review and update information relating to Volunteer policies and procedures.
- Meet regularly with volunteers to assess their progress and satisfaction, as well as to conduct performance evaluations or skills audits.
- Respond and resolve any issues regarding volunteers and their appointments, ensuring a fair and transparent approach throughout any investigation or performance monitoring and review.
- Maintain a database of volunteers and projects and track metrics.
- Presents updates and metrics to colleagues, the SMT and the Board in writing and presentations.



- Cultivate a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own ambitions and goals.
- Attend community events and activities in the evenings and at weekends when required.

General duties:

- Identify leads for funding opportunities and gather and compile comprehensive information for grant applications, ensuring accuracy and adherence to guidelines.
- Carry out administrative duties related to the grant application process, including preparing documentation, tracking submissions, and reporting.
- To promote and support recognition, and inspire others to join in the mission of making positive change in relation to Brereton Million and the community.
- To ensure compliance with Brereton Million policies, rules and procedures, including, Health and Safety, Equality and diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural expectations.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns, following the organisation’s safeguarding policies.

Person Specification

Relevant experience	Experience working with diverse groups of volunteers and stakeholders.
	Experience managing individuals/volunteers and supporting them with development needs.
	Previous experience managing the end-to-end volunteer/ recruitment cycle.
	Experience using/monitoring an online portal or inbox.
	Experience in compiling information for grant applications and administration.
Skills	Ability to effectively communicate with volunteers, staff, and external stakeholders.
	Ability to develop and implement volunteer recruitment and training plans.
	Strong problem-solving skills with the ability to address challenges and find creative solutions.
	Strong interpersonal skills and the ability to build relationships with volunteers.
	Ability to use IT, particularly Microsoft Office packages, including Excel.
Personal attributes	A commitment to promoting community initiatives and volunteerism.
	Emotionally intelligent, honest, supportive, approachable, and encouraging.
	Organisational skills and attention to detail.
	Ability to work evenings and weekends to accommodate volunteer schedules and events.

Flexibility: This job description is indicative of the range of current duties and responsibilities for the post, it is not comprehensive. It is inevitable that the duties will change to reflect organisational change and it is essential therefore that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder. The job description for this post will be reviewed annually.