



**Job Title:** Volunteer Coordinator

**Reports to:** Managing Director

**Hours of Work:** 20-hour basis with flexible hours. Contracted until Oct 2026.

**Rate of pay:** £13 per hour plus employers contributions

**Normal Place of Work:**  
The Hideaway, Partington Shopping Centre, M31 4EL

## OUR MISSION

To bring life-transforming help, hope and joy to families and vulnerable people through Education, Relationships and Resources.

By creating unique community hubs in areas of high deprivation, we bring together partners to create a thriving open-access, barrier and stigma-free community for learning, playing, building relationships and accessing all support needed in a central and welcoming 'third space'.

## PURPOSE OF JOB

To work alongside the management team to recruit and oversee volunteers both in our charity and across the wider community. The co-ordinator will provide on-going support, co-ordination, management support and future development opportunities for all volunteers. They will work as part of a Trafford-wide network of Volunteer Co-ordinators, and ensure all statistical data is up to dated and reported.

## KEY RESPONSIBILITIES

- Recruitment, induction and training of volunteers to work alongside the different teams in The Hideaway, Hope Centre and community-wide.
- Advertising volunteering opportunities across the community (including planning a community-wide volunteer fair annually).
- Provide ongoing support and identifying personal development opportunities for all volunteers through mentoring and any other suitable means.
- Complete volunteer onboarding processes and checks thoroughly and efficiently, including DBS checks.
- Create and maintain relevant databases, record and report all data as required; handling and storing any data according to GDPR regulations.
- Assist in the delivery of an appropriate induction process for new volunteers.
- Work independently, supporting the management team internally and building relationships with other local providers.



- To uphold and promote the vision and values of Hidden Treasure Trust.
- Support volunteers working towards employment through access to internal and external training opportunities, referral to partner agencies, group sessions and 1-1 sessions.

### Personal requirements

The role of Volunteer Co-ordinator demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/assessment as deemed necessary.

Essential	Desirable
<b>Knowledge, Skills, and Abilities:</b>	
<p>Have excellent communication skills:</p> <ul style="list-style-type: none"> <li>• Actively listens and responds politely and clearly;</li> <li>• Presents written information in a clear, structured, and concise manner;</li> <li>• Speaks with clarity, effective structure, volume, pace, and tone.</li> </ul> <p>Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others.</p> <p>A desire to learn, improve themselves and be challenged.</p> <p>Have excellent customer service skills.</p> <p>Has a professional approach and attitude.</p> <p>Is committed to providing excellent service.</p> <p>Recognises the importance of high standards of customer service.</p>	<p>Good knowledge of the local community, other organisations operating within it.</p> <p>Good understanding of social media and how to use it effectively.</p> <p>Experience organising events, training or teaching, or public speaking.</p> <p>Experience using databases and high level of computer competence.</p>



**Hidden  
Treasure  
Trust**



**Hope  
Centre**  
Partington



<p>Organised, confident to work independently and take initiative.</p> <p>A good understanding of the importance of volunteering.</p>	
<b>Qualifications/ Attainments:</b>	
	<p>GCSE English – pass</p> <p>Drivers license</p> <p>Mental health first aid</p> <p>Safeguarding level 3</p>
<b>Experience:</b>	
	<p>Experience serving the general public.</p> <p>Experience delivering training or leading groups.</p> <p>Experience working within the public sector or third sector and co-ordinating with partners.</p>
<b>Personal Qualities:</b>	
<p>Friendly and honest.</p> <p>Self-motivation and a desire for excellence.</p> <p>An eye for detail.</p> <p>A passion for recognising potential and seeing people move towards it.</p>	<p>Flexibility on working hours and able to work days.</p>
<b>Other:</b>	
<p>An enhanced DBS (formerly CRB) check may be required.</p> <p>A willingness to work within the Christian ethos and values of the organisation.</p> <p>A willingness to undertake First Aid training and other CPD training opportunities.</p>	<p>Appreciation of health, safety, and welfare of children.</p>



This job description does not form part of your Contract of Employment.

**Dated:** 1<sup>st</sup> Feb 2024