

JOB DESCRIPTION

JOB TITLE: Volunteer Recruitment & Development Officer
ACCOUNTABLE TO: Service Manager

JOB PURPOSE:

This role leads the recruitment, onboarding and development of volunteers for the Community Support Project in Cardiff.

Working as part of a small, collaborative team of three, you will:

- recruit and prepare volunteers who will go on to be matched with clients by the Project Coordinator, and
- work closely with the Volunteer & Information Officer, who handles all incoming enquiries before they reach the project.

You will deliver a modern, inclusive and engaging volunteer experience, recruiting 35+ volunteers per year, strengthening retention, and embedding volunteer-led approaches that support the long-term sustainability of the service.

This job description outlines the key performance indicators of, and output required from the Volunteer Recruitment & Development Officer. It is not a definitive list and the role may well change and evolve over time.

KEY RESPONSIBILITIES

Volunteer Recruitment & Onboarding

- Lead creative recruitment campaigns across Cardiff, including events, social media, community outreach and printed materials.
- Recruit 35+ new volunteers annually from diverse communities and backgrounds.
- Manage the full recruitment process — applications, references, DBS checks and induction — aiming to complete onboarding within three weeks.
- Use digital tools such as Volunteer, Book with Me, Synthesia, to streamline and modernise processes.
- Work closely with the Project Coordinator to understand volunteer demand and ensure a steady pipeline of suitable volunteers.

Volunteer Training & Development

- Deliver and coordinate high-quality inductions and ongoing training, including digital content created via Synthesia.
- Build and support a small team of 3–6 volunteers who contribute to training delivery, onboarding, communications and engagement.
- Identify volunteers with leadership potential and mentor them to take on enhanced responsibilities, strengthening internal capacity.
- Monitor and evaluate training activities, including peer-led sessions, to ensure improvement.

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Volunteer Engagement & Retention

- Organise regular engagement events (online and in-person) to build community, connection and peer support.
- Develop and moderate an online volunteer forum to encourage ongoing dialogue and shared learning.
- Gather and analyse volunteer feedback to inform improvements in recruitment, training and support.
- Promote a culture of recognition, inclusion and belonging to support long-term retention.
- Help prepare the programme for future funding challenges by embedding volunteer-led support structures.

Welsh Language, Culture & Inclusion

- Promote Welsh language and culture across volunteer activities, including events linked to key Welsh cultural dates.
- Provide Welsh-language materials and encourage opportunities for volunteers to learn or use Welsh.
- Ensure all recruitment, training and engagement processes are accessible, inclusive and welcoming.

Monitoring & Evaluation

- Track recruitment, retention, engagement and diversity using Volunteero and regular surveys.
- Produce monitoring reports and use data to drive continuous improvement.
- Work with the Project Coordinator and Information officer to ensure accurate volunteer records and smooth information flow.

Other Duties

- Manage a small budget for recruitment, training and engagement activities.
- Ensure compliance with health & safety, equal opportunities, safeguarding and all organisational policies.
- Undertake any other reasonable duties required to support the Community Support Project.
- Adapt to changing service needs, volunteer availability and organisational priorities.
- Work flexibly in line with the needs of the business to ensure the safe delivery of our service.
- To be responsible for your own health and safety and the health and safety of others.