

PERSON SPECIFICATION

JOB TITLE: VOLUNTEER RECRUITMENT & DEVELOPMENT OFFICER

The ideal candidate will demonstrate the following skills, experience and personal qualities. Shortlisting will be based on how well applicants meet these criteria.

ESSENTIAL COMPETENCIES

- Experience of recruiting volunteers, identifying skills and matching them to the needs of the Charity
- Experience of setting up and managing recruitment campaigns.
- Experience of delivering high quality inductions and on going training sessions.
- Experience of volunteering development, with the ability to recognise skills and potential.
- Strong communication skills, with the ability to engage warmly with people.
- Confident using digital tools including email, databases and online platforms, with the ability to learn new systems quickly.
- Ability to train, support and motivate volunteers with varying levels of confidence and experience.
- Ability to remain calm, patient and solution-focused when dealing with challenging or emotional situations.
- Ability to produce reports and use data to drive continuous improvement,
- Understanding of the role volunteers play in delivering community services.
- Compassionate, patient and respectful in all interactions.
- Supportive and encouraging approach to volunteer development.
- Commitment to equality, diversity and inclusion.
- Driving licence and access to a car.

DESIRABLE COMPETENCIES

- Experience of using Volunteero, Book with Me or Synthesia
 - Experience of managing small budgets.
 - Experience in a charity, health, social care or community setting.
 - Experience of developing training materials or guidance documents.
 - Ability to speak and understand Welsh.
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VACANCY DETAILS

- Salary - £18,475 (£25,865 FTE)
 - Tenure - Permanent
 - Location - V21 Sbectrwm, Bwlch Rd, Fairwater, Cardiff
 - Working Hours - 25 hours per week
 - Start Date - ASAP
 - Annual Leave - 35 days including bank holidays pro-rated to hours worked.
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APPLICATION PROCESS

There is no closing date for applications. Applications will be shortlisted on receipt of completed application form.

The application form must be fully completed as they form part of the shortlisting process.

Application packs are available from julie@phoenixhr.co.uk

Initial interview via Teams or Zoom.

You will be asked to provide proof of the Right to Work in the UK before the interview takes place,

If successful at first interview you will be asked to attend a second interview which will take place at V21 Sbectrwm, Bwlch Rd, Fairwater, Cardiff, CF5 3EF

Due to the nature of the work the successful candidate will be required to pass a standard DBS check as well as provide the contact details of two referees, one of which must be your most recent employer