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**Application Pack**

**Volunteer Coordinator**

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Description automatically generated](https://www.facebook.com/handstogetherludlow)Registered Charity number 1171979       @handstogetherludlow

**www.handstogetherludlow.org.uk**

July 2024

A picture containing text, clipart

Description automatically generatedDear Applicant

Many thanks for your interest in the role of Volunteer Coordinator with Hands Together Ludlow.

Please read through the application pack carefully and give attention to the Guidance Notes for Applicants document (in this pack) when completing your form. CVs will not be accepted.

Our volunteer force is large and varied so experience of volunteer management is really important. However, we do recognise transferable skills so if you feel your skills and experience are relevant, please do apply.

The formal closing date for applications will be midnight on 11th August 2024 but we **may close recruitment early should we hear from suitable candidates**. Therefore, you are encouraged to return your completed forms asap. Formal interviews will be held on 16th and 19th August at the latest.

We hope that the successful applicant will be able to join us as soon as possible after appointment so please indicate on your application when you would be able to start work with us.

We look forward to receiving your application.

Yours sincerely

Susie O’Hagan

Susie O’Hagan

Operations Manager

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**2. Job description**

**About the role**

**Job Title:** Volunteer Coordinator

**Employer:** Hands Together Ludlow

**Salary:** £27,649

**Hours:** 35 hours a week over 5 days

**Contract:** Permanent

**Start**: As soon as possible

Hands Together Ludlow works with partners, stakeholders and volunteers to create a more equitable community in and around Ludlow by reducing isolation, poor health and wellbeing and financial hardship. By bringing volunteers and beneficiaries together though a range of services, we fill the gaps, provide opportunities and support the community to support itself.

We do this in a number of ways including:

* Providing Tuesday Community Lunch, and our ‘Company at Christmas’ Christmas Day lunch.
* Running our Social Space and Lucky Dip lunches daily.
* Collecting and redistributing surplus food through our Community Fridge.
* Social Prescribing activities.
* Running the local Men’s Shed.
* Digital Help sessions
* Our monthly Good Grief Café.
* Recruiting and supporting local volunteers and providing ways to engage the community.
* And a range of other interventions to help those in need.

Much of this activity runs from our community building in Ludlow and the majority of our activity is supported and delivered by volunteers.

**Job Summary**

We are looking for an exceptional candidate to join our team as a Volunteer Coordinator. You will be responsible for the development, promotion, organisation, and management of all aspects of volunteer recruitment, placement, retention, and coordination within the organisation to ensure the successful implementation of the charitable objectives. As a small team, we all get involved with supporting the daily operation of the building as necessary, so this is a varied and interesting role. With responsibility for the delivery of our Befriending activity you will also have some project delivery responsibility.

You will be based in our Ludlow office, with some activity in other venues in the town as required.

You will be an organised and enthusiastic individual with experience of volunteer management, ready to join an organisation where no day is the same. If you enjoy working in a collaborative environment, have excellent organisational skills, are passionate about supporting the people of Ludlow and show strong interest in working for a charity, then this is an ideal opportunity for you. We’d love to hear from you.

If you want to chat about the role, please email: [susie.ohagan@handstogetherludlow.org.uk](mailto:susie.ohagan@handstogetherludlow.org.uk)

**Duties and Responsibilities:**

**Volunteer management.**

* Develop and deliver a robust volunteer strategy to meet the needs of the charity.
* Develop and deliver innovative and effective volunteer recruitment activities.
* Monitor, support, motivate and accredit volunteers for their work.
* Identify training needs, write, organise, and deliver training programmes as appropriate.
* Keep volunteers up to date with information on HTL related services.
* Deliver a program of activities to communicate with and support volunteer.
* Maintain the volunteer policies, handbook, guidelines, and induction packs.
* Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation.
* Organise rotas and activity of volunteers to ensure all shifts are covered.
* Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns.
* Continue to review and monitor all existing volunteer roles on an ongoing basis to ensure an effective volunteer contribution and experience.
* Manage enquiries, applications, interviews, references, DBS checks and provide a supportive oversight of each candidate’s volunteering journey.
* Responsible for ensuring the volunteer database and administrative tasks are kept up to date.
* Support the recruitment of volunteer trustees.

**Project Delivery:** Overall delivery of our befriending programme including:

* Matching beneficiaries with the right volunteers.
* Undertaking the initial visit with someone requesting a befriender and assessing need and completing risk assessment.
* Providing structured supervision of the volunteer befrienders and feedback from beneficiaries to ensure safeguarding and working practices.
* Maintain accurate contact and service user activity records.

**General**

* Support the staff team with the daily running of the building: providing cover, answering the office phones, dealing with queries and referrals as needed.
* Engage with the project planning and budgeting processes and procedures for HTL along with the Operations Manager.
* Act as Deputy Safeguarding Officer when the Operations Manager is absent.
* Work with multiple agencies across different sectors in order to establish good working relationships to enhance provision and increase support to service users and volunteer recruitment.
* Use email, IT and other tools to ensure speedy responses to referrals or queries from external agencies.
* Monitor and evaluate activities and provide regular and timely reports.
* Collect non-confidential stories about the work of the charities for use in publicity and grant applications.
* Ensure Health and Safety compliance and risk assess projects/activities volunteers undertake.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to support the development and delivery of Hands Together Ludlow.

**Person Specification**

**Experience and Knowledge**

As we are a small team, your role will include plenty of opportunities to develop a wide range of skills across all aspects of our work.

|  |  |  |
| --- | --- | --- |
| **EDUCTION AND QUALIFICATIONS** | **Essential** | **Desirable** |
| 1. Educated to degree level or equivalent experience | X |  |
| 1. GCSE English and Maths or equivalent | X |  |
| 1. Volunteer management related qualification or relevant experience |  | X |
| 1. Evidence of continuing professional development |  | X |
| **SKILLS, KNOWLEDGE AND ABILITIES** |  |  |
| 1. Knowledge and comprehensive understanding of the principals, procedures and practices of volunteer management. | X |  |
| 1. Good computer skills and experience of using Microsoft programs (Word, Excel, Outlook and PowerPoint). | X |  |
| 1. Ability to communicate effectively with a range of internal and external partners, demonstrating excellent communication skills: verbal, listening, written and presentation skills. | X |  |
| 1. Working in effective partnership with other agencies, teams and individuals. | X |  |
| 1. Evidence and experience of being solution focused with excellent and proactive problem-solving skills. | X |  |
| 1. Practical volunteer coordination experience including recruiting, scheduling and supporting volunteers. | X |  |
| 1. Ability to engage and motivate others | X |  |
| 1. Ability to work well under pressure, prioritise, organise and manage workload to meet deadlines and to work flexibly with volunteers | X |  |
| 1. Ability to write and deliver effective training sessions across a range of topics. | X |  |
| 1. Understanding of good practice in safeguarding vulnerable adults |  | X |
| **Experience** |  |  |
| 1. Experience of working with volunteers | X |  |
| 1. Experience of evaluating activity through a variety of methods and presenting information to a diverse audience. | X |  |
| 1. Experience of dealing with complaints and/or performance issues within a volunteer force. |  | X |
| 1. Experience of project planning and effective execution. |  | X |
| **Personal attributes** | **Essential** | **Desirable** |
| 1. Effective team player and supportive of peers | X |  |
| 1. Flexible approach with a pro-active attitude, and responsive to change | X |  |
| 1. The ability to manage own varied workload and prioritise effectively. | X |  |
| 1. The ability to engage sensitively with beneficiaries, volunteers, staff and the public. | X |  |
| 1. Open to opportunities for personal development. | X |  |
| **Other** |  |  |
| 1. Enhanced DBS check provided on offer of employment | X |  |
| 1. Be prepared to work flexibly to deliver meet the needs of the charity and support the wider staff team. | X |  |
| 1. Full clean drivers licence and access to own car for business use |  | X |

**3. Guidance Notes for applicants**

**Application form**

Please complete your application and submit it by email, along with your Diversity Monitoring form, to be received by us as soon as possible and no later than the closing date. Complete the form in black ink, black ballpoint pen or typed. We prefer your form to be emailed to us rather than hard copy.

If you don’t have access to a computer, you are welcome to use one at our Hub during opening times, just call us to book a slot. The library also has computers you can use.

Diversity forms will be separated from your application on arrival so if you choose to return PDFs, please send the application and diversity forms as separate documents.

Please do not send in your CV. It will not be considered if you do.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview.

The enclosed person specification lists the minimum requirements for this post. When short listing for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.

It is important that you complete the application form as fully and accurately as possible, ensuring that you give **specific examples which demonstrate how you meet the criteria for the role for which you are applying**.

The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting, other life experiences and skills may be just as valid.

If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

**Disability**  
Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## **Entitlement to work in the UK.**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Hands Together Ludlow does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity Monitoring**

Hands Together Ludlow values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Hands Together Ludlow.

This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## **Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

* Specific – give a specific example.
* Task – briefly describe the task/objective/problem.
* Action – tell us what you did.
* Results – describe what results were achieved.

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

# Shortlisting outcomes

Shortlisting will occur as and when suitable candidates apply, and you may be invited to interview while the advert is still live. Should we find a suitable candidate before the closing date we may well appoint. Therefore, we recommend you submit your application as soon as possible.

Some positions may require additional assessments (practical tasks). If this is the case, further details will be provided if you are shortlisted.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.

The other referee should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.References will only be taken up for successful candidates following interview.

**Criminal convictions**

Anyone who applies to work within Hands Together Ludlow will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Hands Together Ludlow – much will depend on the type of job you have applied for and the background and circumstances of your offence. All convictions will be considered on an individual basis.

Disclosure and Barring Service checks are only requested where proportionate and relevant to the post concerned. Due to the nature of the work, the post for which you are applying will require Enhanced Disclosure.

**4. CONFIDENTIAL APPLICATION FORM**

**Please return this form by email to:**

Susie O’Hagan

[susie.ohagan@handstogetherludlow.org.uk](mailto:susie.ohagan@handstogetherludlow.org.uk)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please refer to the **Guidance Notes for Applicants** before completing this application form.  We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted. | | | | |
| **Position applied for** | | | | |
| Job title | Volunteer Coordinator | | | |
| Job reference | VC/724 | | | |
| Location | 15 Lower Galdeford. | | | |
| **1. Individual information** | | | | |
| **Personal information and address for correspondence** | | | | |
| First name(s) | |  | | |
| Last name | |  | | |
| Address | | Postcode: | | |
| Telephone home | |  | | |
| Telephone work | |  | | |
| May we contact you at work? | | | Yes / No | |
| Mobile | |  | | |
| Email | |  | | |
| We will normally contact you by mobile or email, however, if you would prefer to be contacted using another method, please let us know here: | | | |  |
| When would you be available to take up the post? | | | |  |
| Please refer to the accompanying letter for the interview date. Do you have any problem with this date? | | | |  |

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| **Entitlement to work in the UK** |
| **To take up this post you must have the right to work in the UK.**  Please note that Hands Together Ludlow does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.  I confirm I have the right to work in the UK (please tick) |

|  |  |
| --- | --- |
| **Criminal convictions** | |
| Having a criminal record will not necessarily bar you from working for Hands Together Ludlow – much will depend on the type of job you have applied for and the background and circumstances of your offence.  For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.  Please see Guidance Notes and Application Pack for further details. | |
| Have you had any previous convictions **not regarded as spent** under the Rehabilitation of Offenders Act 1974? | Yes / No |
| If YES, please provide details of the offence and the date of conviction. (Continue on a separate sheet if necessary) | |

|  |  |  |
| --- | --- | --- |
| **References** | | |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity.  Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. | | |
| **Referee 1** |  | |
| **Name** |  | |
| **Position held** |  | |
| **Organisation** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |
| **Referee 2** |  | |
| **Name** |  | |
| **Position held** |  | |
| **Organisation** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |

|  |
| --- |
| **2.Information, experience, knowledge, skills and abilities** |
| **IMPORTANT INFORMATION** |
| **It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.**   * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification.** * Please ensure that you address **all** the criteria on the person specification using the same order and numbers. Boxes will grow as you type. * Remember to tell us what you can bring to ***this*** role. |
| **Education and Qualifications** |
| 1. |
| 2. |
| 3. |
| 4. |
| **Skills, knowledge and abilities** |
| 5. |
| 6. |
| 7. |
| 8. |
| 9. |
| 10. |
| 11. |
| 12. |
| 13. |
| 14. |
| **Experience** |
| 15. |
| 16. |
| 17. |
| 18. |
| **Personal Attributes** |
| 19. |
| 20. |
| 21. |
| 22. |
| 23. |
| **Other** |
| 24. |
| 25. |
| 26. |

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| --- | --- | --- | --- |
| **3. Career history** | | | |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) | | | |
| **Employer’s name and address and type of business.** | **State position held and briefly outline the nature of the work and your responsibilities.** | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |
|  |  | | |
| Dates: | From | To |
| Reasons for leaving: | | |

|  |  |  |
| --- | --- | --- |
| **4. Educational history** | | |
| Please give details of educational qualifications you have obtained from school, college, university etc. | | |
| Subject | Level | Grade |
|  |  |  |

|  |
| --- |
| **5. In your own words (max 500)** |
| **Please tell us what you would bring to this role, what interests you about it, details of any professional qualifications, including any job-related training that you have undertaken. Applications can be very competitive and here is where you can show us more about YOU and why you would be great for this role and for Hands Together Ludlow** |
|  |

|  |  |
| --- | --- |
| **Declaration** | |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Hands Together Ludlow, and if appointed, for the purposes of employment at Hands Together Ludlow.  I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed. | |
| **If you are sending your application form by email, please mark this box** ☐ **(as a substitute for your signature) to confirm that you agree to the above declaration.** | |
| Signed: | Dated: |

**Please complete Section 5 on the next page.**

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| --- |
| **Section 5. Diversity monitoring**  **CONFIDENTIAL FORM** Please note **Section 2** will be detached before sending your application to the recruitment panel for shortlisting. |

|  |  |
| --- | --- |
| **Position applied for:** | Volunteer Coordinator |

|  |
| --- |
| Hands Together Ludlow is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the following information.  All information will be treated confidentially and will be separated from your application form before making any selection decisions.  If you prefer not to answer any of the questions, please leave them blank.  **General Data Protection Regulations (GDPR)**  Under data protection law we are allowed to ask for this information as its sole purpose is to allow us to monitor the diversity of our applicants.Hands Together Ludlow will keep the information secure and confidential and use it only for the purposes of recruitment and selection diversity monitoring. If you become an employee of Hands Together Ludlow the information will be retained for the purpose diversity monitoring only.  Thank you for your co-operation.  **The following information will not be seen by the recruitment panel and will not affect your application.** |

**Age**

❒ Under 25 ❒ 25-34 ❒ 35-44 ❒ 45-54 ❒ 55-64 ❒ 65 and over

**Gender**

❒ Female ❒ Male

❒ I prefer to use another term   
Please write in …………………………………………

**Gender Identity**  
Is your gender identity the same as the gender you were assigned at birth?

❒ Yes ❒ No ❒ Prefer not to say

**Sexual orientation**

What is your sexual orientation?

❒ Bisexual ❒ Gay man ❒ Gay woman / lesbian

❒ Heterosexual / straight ❒ I prefer to use another term   
Please write in ………………………………………… ❒ Prefer not to say

**Ethnic origin**

How would you describe yourself? Choose **one** section and tick the appropriate box within it.

**A** **White**

❒ British ❒ English ❒ Scottish ❒ Welsh ❒ Northern Irish ❒ Irish ❒ Gypsy or Irish Traveller ❒ Any other White background, please write in …..……………………………………

**B Mixed / multiple ethnic groups**

❒ White and Black Caribbean ❒ White and Black African

❒ White and Asian ❒ Any other Mixed/multiple ethnic background,   
please write in …..……………………………………

**C Asian or Asian British**

❒ Indian ❒ Pakistani ❒ Bangladeshi ❒ Chinese

❒ Any other Asian background, please write in ….……………………………………A SUMMARY GUIDE 7

**D Black / African / Caribbean / Black British**

❒ Caribbean ❒ African ❒ Other Black / African / Caribbean background,   
please write in …..……………………………………

**E Another ethnic group**

❒ Arab ❒ Any other ethnic group, please write in …..……………………………………

**F** ❒ **Prefer not to say.**

**Disability**

Hands Together Ludlow believes that people are disabled by the barrier’s society places in their way and not by their own impairments. We believe everyone has a role to play in society and we want the service to benefit from the widest range of talent available.

A disabled person is defined under the Equality Act 2010 as someone with a ‘**physical or mental impairment which has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities**.’

Do you consider yourself to be disabled under the Equality Act 2010?

❒ Yes ❒ No ❒ Prefer not to say

*The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.*

**Religion or belief**

Which group below do you most identify with?

❒ No religion ❒ Buddhist

❒ Christian (incl. Church of England, Catholic, Protestant & other denominations)

❒ Hindu ❒ Jewish ❒ Muslim ❒ Sikh

❒ Any other religion or belief please write in ….……………………………………

❒ Prefer not to say

From which website, publication or other source did you FIRST learn of the post?

………………………………………………………………..