

## Swindon City of Sanctuary Volunteer Coordinator Job Description

### Job Title: Swindon City of Sanctuary Volunteer Coordinator

**Hours of work:** 16 hours per week (52 weeks; statutory leave in line with Swindon City of Sanctuary staffing policies and procedures)

**Salary:** £11 per hour (£10,560 per annum pro rata)

**Contract:** Fixed term for 14 months (subject to passing a three-month probationary period). We hope to extend the contract beyond a year; this is dependent on future funding.

**Location:** Swindon. Due to the impact of Covid-19, all staff are working remotely. Plans to return to work in our office in central Swindon are being considered. In the future, we anticipate a combination of work from the office and some from home, or another place of your choosing (travel costs between home and place of work will be at your own expense). Travel around Swindon for location visits may be necessary. Your own transport would be desirable, but if not possible, we support the use of public transport. Travel expenses incurred in the line of work will be reimbursed in line with our expenses policy.

**Responsible to:** Charity Manager, Swindon City of Sanctuary (SCoS). You will be working as part of a small, enthusiastic and dedicated team and supported by a similarly committed team of volunteers.

**About Swindon City of Sanctuary:** SCoS is part of the national City of Sanctuary network. Set up in 2016 as a Steering Group of volunteers, SCoS became a registered Charitable Incorporated Organisation (CIO) in 2018. SCoS seeks to build a culture of welcome, inclusion and support for everyone in Swindon, with a focus on people seeking sanctuary. <https://swindon.cityofsanctuary.org>

*“Swindon City of Sanctuary recognises that we live in a society where discrimination still operates to the disadvantage of many groups in society.*

*Swindon City of Sanctuary believes that all persons should have equal rights to recognition of their human dignity, and to have equal opportunities to be educated, to work, receive services and to participate in society.*

*All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do their job.”* Extracts from SCoS Equal Opportunities Policy – latest review March 2021

Applications are welcomed from all sectors of the community. People with experience of seeking sanctuary are strongly encouraged to apply.

### Purpose and Scope of the Swindon City of Sanctuary Volunteer Co-ordinator Role

Swindon City of Sanctuary (SCoS) is a small charity with a clear vision for Swindon to be a welcoming and inclusive town for all, which – like most similar organisations – depends on a small, dedicated team of volunteers to make this vision a reality. As we develop our work and increase our reach, we will need more volunteers.

#### As our Volunteer Coordinator you will be:

- Crucial in expanding and managing our volunteer team including recruitment of new volunteers and their induction and training programmes
- Responsible for inspiring and engaging our volunteer team across all our work

- Ensuring that our volunteers find fulfilling roles within our charity that also meet the needs of the charity and contribute to our charitable outcomes
- Ensuring that all volunteers are given the information, training and support they need to enable them to perform their roles to the best of their abilities
- Responsible for DBS administration (all SCoS staff and Volunteers are subject to a relevant DBS check) and safeguarding checks.

### **Main Duties and Responsibilities**

#### **In this role, you will:**

- Be working with our Charity Manager to create a volunteer strategy aligned with the charity's annual work plan (i.e. the activities that we plan to undertake every year)
- Be pro-active in gaining an in-depth understanding of the work of the charity and help to identify which volunteer roles are needed, writing role specifications and updating as required
- Be able to convey the importance of the work we do to a range of different audiences
- Be responsible for promoting our volunteer vacancies:
  - through local advertising
  - through our social media channels and other PR and marketing tools
  - set up stalls at local volunteer/charity events/local businesses
- Securely maintain records of all our volunteers in line with GDPR legislation
- Respond to all volunteer enquiries, take up references and match volunteers with appropriate roles
- Establish and maintain an appropriate support structure for volunteers, including 1:1 sessions and ensure all volunteers are informed, trained and supported in our values, policies, procedures and processes related to regulatory and compliance issues
- Build positive relationships with volunteers ensuring they are recognised and thanked for their work to maintain retention
- Work with local organisations to encourage potential volunteer referrals (e.g. The Volunteer Centre, local businesses and colleges)
- Complete risk assessments on all volunteer activities, refreshing on at least an annual basis, and reporting risks to the Charity Manager for inclusion on the charity's risk register
- Process and record expenditure e.g. volunteer expenses for travel and training
- Monitoring and evaluating the outcomes of your work
- Contribute to the sustainability of SCoS through communication of our impact with our supporters and stakeholders (including contributing to the reports for the National Lottery Communities Fund) and supporting SCoS fundraising in the local community
- Supporting the wider campaigns of SCoS
- Support the administration of the charity alongside your co-workers and volunteers, including managing our info@ email inbox

### **Reporting and Accountability**

#### **You will be:**

- Reporting regularly to your line manager, SCoS Charity Manager
- Contributing to the Charity Manager's regular report for the Board of Trustees and to the SCoS Annual Report
- Occasional attendance at the Board of Trustees' meetings (held every two months in the evening)

- Working with all staff at SCoS; attending staff meetings; participating in relevant training opportunities
- Working within SCoS aims, objectives, culture, values, policies and guidelines – especially Safeguarding
- Carrying out all duties consistent with the responsibilities of the role and any necessary additional duties
- Recording hours worked and leave taken in line with SCoS procedures; evening and weekend working may sometimes be necessary with prior arrangement.

## **PERSON SPECIFICATION**

This role requires someone approachable and open to learning from people seeking sanctuary and the multicultural community in Swindon - especially in relation to equality, diversity and inclusion:

### **Knowledge and Experience – Essential**

- Awareness of Swindon's cultural diversity
- Experience of work in a local community in the UK / in other countries
- Experience of managing people or volunteers in a paid or unpaid capacity

### **Knowledge and Experience – Desirable**

- Knowledge of the UK asylum system and current issues affecting people with lived experience of asylum / migration / cultural marginalisation
- IT literacy – knowledge of Office 365 (including Outlook, Word, Excel etc), Teams, Google Forms, WordPress. Familiarity with the work of SCoS and/or the City of Sanctuary movement
- Familiarity of working in multilingual contexts
- Safeguarding and data protection procedures

### **Skills – Essential**

- Ability to collaborate with, organise, delegate, motivate and lead others
- Ability to plan and work independently
- Ability to speak to groups of people, including local media
- Ability with spoken and written communication in English, and with your first language, if English is an additional language
- Using problem-solving strategies
- Ability to keep track of budget spending and general administration procedures

### **Skills – Desirable**

- Competence with using social media platforms and updating websites
- Ability to speak another language eg. Arabic, Farsi

### **Qualities – Essential**

- Passion and enthusiasm about the aims of SCOS and the City of Sanctuary movement

- A genuine interest in the needs, experiences and hopes of people seeking sanctuary
- Non-judgemental approach to others in line with SCoS Culture and Values
- Confidence to approach new experiences and keenness to learn (eg. new IT skills; attend training courses)
- Confidence with personal organisation
- Self-motivation to prioritise own work and take pride in achievements and progress

#### **Qualities – Desirable**

- Confident with ‘thinking outside the box’
- Keeping calm under pressure and when meeting tight deadlines

#### **Applying for the role**

If you think this could be you, please send a CV and/or a covering email, or you can send us an audio or video recording along with your CV to [info@swindon.cityofsanctuary.org](mailto:info@swindon.cityofsanctuary.org)

We welcome applicants:

- whose first or additional language is English
- who have a good standard of written English

Closing date for applications: 22<sup>nd</sup> November 2021

Interviews (ideally be in person if restrictions allow) will be during the week of the 29<sup>th</sup> November 2021

Your covering letter / email / audio or video recording in support of your application should include the following points:

- Why you are interested in applying for the role of Swindon City of Sanctuary Volunteer Co-ordinator
- What you feel you could bring to our charity (we value life experiences and skills as much as work experience, you can also include your interests)
- Why welcome, inclusion, diversity and equality are important to you