

Job Description

Job title	Volunteering and Civic Engagement Coordinator
School / department	Student Services
Grade	5
Line manager	Volunteering and Civic Engagement Manager
Responsible for	Temporary staff and student volunteers when required

Main purpose of the job

To work with the University of West London Volunteering Service in engaging students and graduates to support them in volunteering activities and projects to increase their confidence and employability skills.

To work with community voluntary groups to source opportunities and develop projects for students to take part in and facilitate and oversee the delivery of these volunteering projects in the community

Summary:

- Proactively lead, develop, and maintain partnerships with organisations within the community to source a range of volunteering opportunities for students and embed the University in the local community.
- Act as the first point of contact for organisations local and national who wish to recruit UWL students as volunteers.
- Be a lead on demonstrating good practice in volunteering within the local community
- In collaboration with the volunteering and civic engagement manager develop initiatives in volunteering and civic engagement that follow best practice and are sector leading.
- Find opportunities for UWL students to use their wide range of skills for the benefit of the community.
- Market the Volunteering Service and volunteering to UWL students.
- Lead and develop the one-off volunteering programme with not-for-profit organisations and students.

Key areas of responsibility

Service Delivery:

- Lead on the expansion and delivery of one-off volunteering opportunities.
- React appropriately and promptly to requests for information from students, staff, and organisations.
- Monitor and approve volunteering opportunities on the online vacancy board.
- Being mindful of relevant legislation and good practice regarding the approval of not-for profit organisations and their opportunities in our online vacancy board.
- Ensure organisations and volunteers are satisfied with their opportunities, and deal with any problems that may arise.
- Responsible for organising and delivering the one-off volunteering programme with partner organisations and students and the virtual volunteering activities.
- Deliver civic engagement and volunteering related activities in the curriculum.
- Ensure that all marketing material clearly outlines the service and is updated whenever necessary.
- Deputising for the Volunteering and Civic Engagement Manager across university groups and panels when required
- Deputising for the Volunteering and Civic Engagement Manager at a local and national level when required.

Knowledge and experience

- To stay personally well informed about trends in the voluntary sector.
- Understand motivations of students and what they wish to gain from volunteering.
- Being mindful of relevant legislation and policies about round volunteers

Communication

- Liaise with organisations with a constant view to increase the depth and breadth of volunteering opportunities.
- Network with relevant organisations to ensure that a high profile for the Volunteering Service is created and maintained.
- Work with the volunteering and civic engagement manager on marketing to and engaging students in volunteering. Be responsible for writing student and organisation facing newsletters and engaging social media and items for the website.

Liaison and Networking

- Leading on the development of partnerships with local community organisations
- Further improve the Volunteering Service reputation within the community by promoting the services of the Volunteering Service to local community groups, charities, and other local organisations.
- Identify suitable opportunities to increase the network of volunteering opportunities for UWL students

Planning, delivery and organising resources

- In conjunction with the Volunteering and Civic Engagement Manager assist in organising and delivering volunteer workshops both to students and the community and the annual Volunteering Awards
- Leading on specific key volunteer events such as Freshers' Week recruitment, Student Volunteering Week, and one-off volunteering projects, ensuring tasks are completed in time and on budget.
- Book transport, space and other facilities for volunteering projects when necessary.
- Act as the first point of contact for new organisations who engage with the UWL Volunteering Service

Investigation, analysis and research

- Search for relevant new volunteering opportunities.
- Assist with analysing the impact that volunteering has on UWL students e.g. through focus groups, surveys and observed behaviour for use by the planning team and as required by strategic groups dealing with Access Participation and Progression, Graduate Outcomes and Teaching Excellence Framework

Teamwork and Motivation:

- Participate as an active member of UWL Careers and Volunteering Service, contributing to the work of the wider team in developing confidence and employability skills for students.
- Participate in relevant limited life working groups and project teams.

Flexibility

- To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Undergraduate degree or equivalent	Other relevant qualifications.
Knowledge and experience	<p>Experience of studying or working in a university environment.</p> <p>Various experiences of working/ volunteering within a community/not for profit environment.</p> <p>Experience in an office environment as part of a customer-focused team.</p> <p>Experience of assisting or leading in the planning and delivery of small-scale events/projects</p> <p>Experience of handling phone, email and face to face enquiries</p> <p>Experience of dealing with queries and using existing procedures to decide on the most appropriate way of answering the query.</p> <p>Experience of actively promoting a product or service to a potential customer</p> <p>Experience of responding promptly to customers and colleagues</p>	<p>Experience of volunteering whilst at university</p> <p>Examples of updating and maintaining web page information</p> <p>Awareness of the Student Volunteering Network and associated organisations</p>
Specific skills to the job	<p>Experience of establishing new contacts and building effective, long term relationships</p> <p>Effective communication skills for interaction with students, University departments and external organisations both verbally and in writing.</p> <p>Ability to evaluate projects</p>	<p>A knowledge and experience of using Web content management systems</p> <p>Evidence of having run events such as information sessions and networking events</p> <p>Experience of writing newsletters and engaging through social media,</p>

	<p>Experience of having carried out own research to find out latest information</p> <p>Excellent IT skills, including the ability to use word, excel databases and Outlook.</p> <p>Experience of managing a high volume of workloads requiring speed and accuracy with variable and often demanding timescales.</p> <p>Experience of setting up and maintaining effective systems of administration</p> <p>Proactive in approach with ideas and suggestions for development</p> <p>Experience of having participated in and contributed to a team</p>	especially Instagram, Twitter and Facebook.
General skills	<p>Experience of having organised own work, and met deadlines</p> <p>The ability to work independently and as a team</p> <p>Accuracy and good attention to detail.</p> <p>An ability to work well under pressure.</p>	
Other	<p>Sensitivity and tact in dealing with people from diverse backgrounds and cultures, and handling of confidential information.</p> <p>Commitment to working with a diverse student population.</p> <p>Enthusiasm and the ability to work with and motivate others.</p> <p>Reliability and integrity</p>	
Disclosure and Barring Scheme	This post does not require a DBS check	
<p>Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p>Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		