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| **Job Title: Training & Volunteer Coordinator** | **09.00 – 17.30**  **3 days per week**  **£26,000 pa pro rata** | **Reports to: Volunteer and Service Manager** |
| **Purpose:**  To coordinate the targeted recruitment, induction, training, recognition and development of all volunteers.  To ensure the retention of sufficiently trained volunteers for the effective delivery of services provided by The Food Chain in accordance with relevant legislation. | | |
| **Key Activities & Accountabilities:**   * With the Volunteer & Services Manager (VSM) identify volunteer roles and training required to support services and projects * Recruit volunteers using targeted recruitment campaigns, ensuring appropriate vetting to appoint volunteers with skills that meet the needs of the organisation * Support the transition of Food Chain service users who wish to move into volunteering roles at the end of their service * Review and develop appropriate training resources for each role, as identified in the training needs analysis, utilising volunteers and external experts as required * Maintain a training and induction annual calendar to meet the development needs of volunteers, ensuring appropriate resources and trainers for each session * Deliver training and induction programmes and co-ordinate the activities of designated trainers ensuring that they are trained to train effectively focusing on agreed learning outcomes and the needs of the charity * Monitor and evaluate the effectiveness of training activities * Ensure the quality of all services by ensuring all volunteers understand and adhere to relevant health & safety, food hygiene and other policies adopted by The Food Chain * Mange the Volunteer Rota for the Positive Eats Café in Stepney Green * Address any concerns from volunteers to ensure high level volunteer satisfaction * Consult with the Volunteer & Service Manager regarding volunteer concerns, grievances or issues * Maintain up to date records of all volunteer activity and reward and recognise volunteers in line with the reward and recognition policy * Produce relevant statistics on training and volunteer activity including recruitment, retention, inductions & training, highlighting any areas for concern * Take operational ownership of the volunteer policy and supporting materials, ensuring it is updated when legal, best practice recommendations or organization need requires this to be done * Be an ambassador for the charity utilising recruitment and training opportunities to promote the organisation and motivate and influence others * Monitor retention of volunteers, obtain exit information from any leavers and make and implement any recommendations for improving retention | | **Experience, Knowledge and Competencies:**  The successful candidate will be an experienced trainer and will demonstrate:  **Experience of:**   * recruiting volunteers (Essential) * developing training programmes and materials (Essential) * delivering training (Essential) * training volunteers to be trainers (Desirable) * enthusing existing and potential volunteers (Essential) * evaluating training and learning activities (Essential) * responding to concerns and ideas from volunteers (Essential) * working with volunteers who have differing needs (Essential) * working in a project/service delivery team in the voluntary sector (Desirable) * managing people, including conflict resolution   **Knowledge of:**   * health and safety and food hygiene requirements (Desirable) * current issues relating to people living with HIV (Desirable)   **Competency in:**   * time and people management including the ability to prioritise work and engage collaboratively as part of an effective staff team (Essential) * proactive problem solving skills to ensure efficient delivery of services (Essential) * IT systems and CRM tools (Essential) * Representing the organisation (Essential)   You will have to be able to work outside ‘normal’ office hours on occasion with some weekend working required |