



JOB DESCRIPTION

Job Title:	➤ Volunteer Project Officer – Development (six months FTC)
Department:	➤ Volunteering
Salary Band:	➤ Circa £27,000
Reporting to:	➤ Volunteer Development Manager
Direct Reports:	➤ None
Location:	➤ London Office

About us

Independent Age is a charity founded over 150 years ago to provide older people and their families with clear, free and impartial advice on the issues which matter to them. In 2015 we began an ambitious 5 year programme to greatly increase the impact of Independent Age by significantly expanding our services and campaigning activities. By 2020 we aim to:

- ✓ Have increased our support for the most vulnerable and in need by tenfold
- ✓ Distribute our resources to over one million people annually
- ✓ Respond to over 100,000 enquires each year
- ✓ Double the number of regular visits and calls to lonely older people
- ✓ Increase our influence on government

Our values



Job Purpose

This post will provide effective and efficient support to ensure projects and services are delivered to agreed targets and milestones with a particular focus on Volunteer Development.

The post-holder will work within a small team of Volunteering staff supporting Volunteer Development.

Main Duties

The main duties are as follows:

- Provide support to a range of projects and activities as required including volunteer development, engagement and communications.
- Co-ordinate activity from staff and volunteers to ensure effective delivery as required.
- Monitoring of the volunteer journey, from appointment to retirement, making sure staff and volunteers abide to policies and procedures.
- Develop project plans and schedules. Monitor progress to ensure achievement of milestones, targets and compliance with budgets and IA guidelines.
- Support robust project monitoring and evaluation including impact measures.
- Enter, update and maintain service and project data to a high level of accuracy and with good attention to detail.
- Produce reports on progress and data as required.
- Assist in volunteer training delivery, review and evaluation.
- Be a point of contact for volunteering policy, procedures and best practice.
- Work with staff across IA to ensure volunteers and older people are involved in planning, delivery, quality, evaluation and practice.
- Work together with staff across IA to ensure accurate representation of Volunteering across teams and projects.
- Draft copy for print and online communications and upload to internet/ intrane / website as required.
- Co-ordinate meetings and events for internal and external stakeholders as required.
- Respond to enquiries as required in a timely and courteous manner, including managing inboxes.
- Process contracts and invoices as required in line with IA policies and procedures.
- Represent IA externally as required.
- Support the development and delivery of partnerships activity to further the strategic aims of IA as required.
- Support volunteer recruitment activities as required meeting targets and quality standards. Support Wellbeing telephone services team activity as required.

- Support and manage office volunteers

Other Duties

- Support the work of colleagues across the organisation including supporting strategic goals and other cross directorate objectives required.
- To observe and comply with all Independent Age Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and Information Technology Policies and Procedures.
- To undertake specific safety responsibilities relevant to individual roles.
- Some requirement to travel which may involve overnight stays. Some evening and weekend working may be required.
- Other responsibilities appropriate to an appointment at this level.

PERSON SPECIFICATION

Criteria	Requirements	Essential (E) Desirable (D)	Evidence Source: Application (AF) Interview (I)
Education & Qualifications	✓ A –levels or equivalent	E	AF / I

Experience & Knowledge

✓ Knowledge of a range of services delivered by volunteers such as befriending that combat isolation and loneliness	E	AF / I
✓ Experience of coordinating activities to ensure projects and work programmes are delivered on time preferably in a charitable service environment	E	AF / I
✓ Experience of presenting data and reports including preparation of tables and graphs	E	AF / I
✓ Experience of data entry to a high level of accuracy and attention to detail	E	AF / I
✓ Experience of organising meetings and / or events, and planning and delivering projects and service activity to agreed quality standards	E	AF / I
✓ Sound knowledge of project management principles	E	AF / I
Experience in the use of Microsoft Office packages and CRM databases	E	AF / I
✓ Experience of working independently & proactively to meet strict deadlines on a number of concurrent tasks	E	AF/I
✓ Strong customer service experience, ability to resolve problems & deal with queries in a proactive manner	E	AF / I
✓ Experience of drafting external communications and newsletters for volunteers	E	AF / I
✓ Experience of drafting and uploading content to intranet/ internet sites and email marketing platforms.	E	AF / I
✓ Experience of working with remote volunteers and staff	E	AF / I
✓ Proven project management skills including the ability to work flexibly and autonomously, managing individual projects to meet organisational objectives and deadlines	E	AF / I

Skills & Abilities	✓ Ability to work with a minimum of supervision	E	AF / I
	✓ Ability to prioritise and balance a large number of concurrent tasks and organise work effectively to meet strict deadlines	E	AF / I
	✓ Effective listening skills	E	AF / I
	✓ Excellent verbal and written communication skills including the ability to report on progress both verbally and in writing	E	AF / I
	✓ Ability to collaborate effectively within a team	E	AF / I
	✓ Ability to communicate and liaise effectively, both in person and via telephone/email with volunteers, staff and external contacts at a range of levels and disciplines, as well as service users and members of the public.	E	AF / I
	✓ Ability to build and maintain internal and external relationships in order to meet objectives	E	AF / I
	✓ Excellent time management skills	E	AF / I
	✓ High attention to detail	E	AF / I

Terms and conditions of employment

Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

Independent Age is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

Tenure: Permanent role

Hours of work: Full time (35 hours per week)

Holidays: 28 days per annum, pro rata for part-time staff. This includes three days to be taken over Christmas when the office is closed for a week

Bank holidays: Eight bank holidays per annum, pro rata for part-time staff

Pension: Independent Age operates a pension scheme which employees are eligible to join.

Life assurance: Members of the pension scheme are eligible to receive five times their annual salary for death in service

Season ticket loans: An interest-free season ticket loan is available to all staff on completion of their probation period