



JOB DESCRIPTION

Job Title: Volunteer Recruitment Assistant

Department: Volunteering Team

Directorate: Corporate Services

Reporting to: Volunteering Development Manager

Line Manages: None

Location: Avonmore Road, London W14 8RR (currently homebased)

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values. We are;

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Job Purpose

This post will provide effective volunteer recruitment administration and onboarding support across Independent Age to agreed quality standards and meeting targets for volume, accuracy and time. The post will also support Independent Age's national and local programme of UK wide volunteer recruitment, working closely with local Volunteer Coordinators and Wellbeing Project Officers (WPOs).

Key Responsibilities

- Process and assess volunteer applications working within IA's volunteering best practices procedures and meeting agreed targets for quality, volume, accuracy and time.
- Ensure a positive and effective recruitment experience for all applicants.
- Ensure volunteer recruitment information including volunteer role profiles and vacancies are up to date and accurate, uploading content as required.
- Work closely with Volunteer Coordinators, WPOs and other staff across the organisation to support their recruitment needs.
- Build strong working relationships across the organisation, proactively support recruitment needs, suggesting and implementing effective ways to support the recruitment of volunteers.
- Liaise with Independent Age staff to organise marketing to achieve volunteer recruitment targets.
- Co-ordinate and process volunteer references and checks including DBS and PVG.
- Co-ordinate, process and monitor volunteer induction and training as required including set up and monitoring of online modules and delegate bookings.
- Deliver onboarding training for volunteers.
- Ensure regular contact with volunteers going through their recruitment process ensuring that they are fully informed, moved through the process efficiently and build a sense of belonging to Independent Age.
- Answer and resolve volunteer enquiries by telephone, email and letter in a timely and courteous manner.
- Enter, update and maintain data to a high level of accuracy and with good attention to detail.
- Produce and review reports on progress and data as required. Take actions to resolve issues as required.
- Co-ordinate the distribution of materials and resources as required
- Support the work of the wider volunteering team with the engagement, training retention of volunteers across the organisation
- Involvement in project work across the organisation

General Responsibilities

- Undertake any other duties commensurate with the level of the role
- Have fun and challenge yourself at work, model the charity's values and abide by our

policies and practices

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Contribute to our fundraising effort by embracing opportunities to fundraise yourself, to promote fundraising and to support the fundraising team
- Share in our commitment to safeguarding adults at risk of harm
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy

PERSON SPECIFICATION

- Experience of working in an administrative role providing a range of administration and support services across multiple teams including remote workers and volunteers
- Ability to collect, record and analyse a range of information and data.
- Experience of recruiting or supporting volunteers
- Ability to work on own initiative, to troubleshoot and to find solutions to problems
- Proven telephone skills including the ability to quickly establish and build rapport, manage call time effectively, access and input relevant data during the call
- Good time management and organisational skills including the ability to prioritise a range of tasks, working flexibly and autonomously to balance work across multiple teams, meeting challenging deadlines
- Good IT skills including advanced Microsoft Office
- Good attention to detail including the ability to accurately record complex data
- Excellent verbal and written communication skills including the ability to communicate and liaise effectively, both in person and via telephone/email with volunteers and staff at a range of levels and disciplines, as well as service users and members of the public.
- A demonstrable passion for, and affinity with, our cause.