

## **JOB DESCRIPTION**

**Job Title:** Volunteer Coordinator – Library projects.

**Directorate:** People and Communities

**Service:** Cambridgeshire Libraries

**Reports to:** Volunteer Development Manager

**Grade:** Scale CCC 618

**Location:** St Ives Library, 4, Station Rd, St Ives, PE27 5BW and other locations.

**Hours:** 18.5 hours per week

### **Job Purpose:**

Develop volunteering opportunities within Cambridgeshire Libraries in conjunction with the Volunteer Development Manager.

Recruit, train and manage volunteers to fulfil a variety of volunteering roles, in conjunction with the Volunteer Development Manager, District Library Managers and Library Development Team

Assist in the development and delivery of library offers which enhance the health and wellbeing of the participants, working with other members of the Volunteer & Health Development team, and the Library Development Team.

Manage the delivery of a variety of library development projects which offer health and wellbeing benefits to participants.

### **Main Accountabilities**

Design and deliver promotion campaigns to attract new volunteers.

Attend community events (which may include some weekends) to promote Cambridgeshire Libraries

Be responsible for the recruitment and induction of volunteers.

Support and appraise volunteers' work to ensure they are effective in the tasks they undertake and are motivated and happy to continue volunteering for Cambridgeshire Libraries.

Use a volunteer management system (Better Impact) for volunteer recruitment, information, documentation, and report writing.

Provide information and guidance to operations staff in the recruitment and retention of volunteers.

Provide guidance and advice to operations staff regarding the development of volunteer roles.

Deliver training and support to operations staff during the roll out of a volunteer management system (Better Impact)

Be responsible for the delivery of a number of projects and volunteering opportunities which may include managing library staff and volunteers.

Manage the delivery and continued development of the Royal Papworth Read A Little Aloud (RALA) commissioned project.

Support RALA volunteers within library settings.

## PERSON SPECIFICATION

**Job Title:** Volunteer Coordinator

**Directorate:** Community and Cultural Services

**Service:** Library Service

**Reports to:** Volunteer Development Manager

**Grade:** Scale CCC 618

**Location:** St Ives Library, 4, Station Rd, St Ives, PE27 5BW and other locations.

**Hours:** **18.5 hours per week**

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

### **Education, Qualifications & Training**

#### Essential:

- Key Skill Level 3: 2 'A' levels (4 AS Levels), ONC, OND, BTEC, NVQ level 3 or equivalent.

Desirable:

- “Award in Library and Information Services” - City and Guilds Level 3 Award (ALIS)
- Volunteer management qualification or customer service qualification

### **Knowledge & Experience**

#### Essential:

- Experience, knowledge & understanding of providing excellent customer service.
- Experience of supervising staff and/or volunteers.
- Knowledge and experience of using Microsoft Office products (outlook, word, excel etc.,)
- Sound understanding of the principles and good practice of equality and diversity.
- Knowledge, experience and enthusiasm for library and information services.
- Experience of giving presentations to a variety of audiences.

#### Desirable:

- Practical experience of volunteering and/or volunteer management.

### **Skills & Attributes**

#### Essential:

- An ability to show patience, understanding and a pleasant helpful manner.
- Ability to communicate effectively through the written and spoken word as role involves promotion and promotion of the service, including public speaking
- Proven ability to mentor and train staff and/or volunteers
- Proven ability to work with a variety of teams and to negotiate with colleagues.
- Ability to work under pressure and to prioritise workloads as necessary.
- Ability to keep accurate and up to date records for production of service statistics.
- An ability to develop community and organisational networks
- An ability to think creatively to recommend and develop new volunteer opportunities.
- Car driver with constant access to a car in order to visit places where there is little or no public transport.