

# Voluntary **Action** Islington

## Candidate Information Pack Volunteer Centre Support Officer



Young Volunteer of the Year 2024: Maryam Amla, Middle Eastern Women & Society Organisation (MEWSO)  
Islington Volunteer of the Year Awards 2024, organised by Voluntary Action Islington

### Please find enclosed:

1. **About us:** who we are and what we do.
2. **About the role:** job description and person specification including terms & conditions, salary and benefits.
3. **How to apply:** what you need to send us and by when.
4. **Equalities monitoring form:** (separate attachment)

## ABOUT US

### Who we are:

Voluntary Action Islington (VAI) is the umbrella organisation for the local Voluntary, Community, Faith and Social Enterprise Sector (VCFSE) in Islington. VAI has been operating for over 50 years in Islington providing a wide range of capacity building and organisational development support to local voluntary, community, faith, social enterprise sector organisations (VCFSE) both directly and by working with partners.

VAI has also been running a nationally accredited Volunteer Centre Islington for over 15 years, delivering a borough-wide brokerage service that provides a vital link between local organisations and local residents who wish to volunteer.

Another important aspect of our work is bringing together networks of local VCFSE organisations - encouraging collaboration on specific priority areas to reduce inequality and making Islington a more equitable place for all.

### Our 5 strategic aims:

- To support the development and sustainability of Islington's VCFSE
- To empower Islington's diverse communities
- To enable and strengthen volunteering and social action in the community
- To facilitate a stronger VCFSE voice to influence policy, decision making & system growth
- To facilitate stronger partnerships across the VCFSE

### Our work involves:

- Supporting the development of local charities and community groups (including small groups and grassroots organisations) that are providing vital services to Islington residents.
- Building community connections through our Volunteer Centre by providing a borough-wide volunteer brokerage service – connecting local people to local volunteering opportunities.
- Working in partnership with Islington Council and other cross-sector partners on key areas such as promoting health and wellbeing and reducing inequality. We provide advocacy and representation on behalf of the VCFSE sector to the statutory sector and other key partners in the borough.
- Operating a Resource Centre that provides workspaces, conferencing, training and meeting facilities. The Centre is a workspace for many local and regional VCFSE equality and social justice organisations.

Flip book versions of our annual impact report and 50 years of service publication, can be found here:

- [Annual Impact Report 21/22](#)
- [Voluntary Action Islington, Celebrating 50 Years of Service](#)

## Our Team

You will be joining a small and highly committed team made up of 9 staff (3 full time, 6 part time) and 5 volunteers and 10 trustees who are all passionate about equity and social justice.

## Our Values

- **Effective:** creative, energetic and responsive
- **With Integrity:** honest, professional and respectful
- **Positive:** building on strengths, not just focusing on problems
- **Inclusive:** valuing the importance of diversity, and equity
- **Collaborative:** building partnerships and co-designing solutions



Mayor of Islington Visit 2023, VAI Resource Centre

## ABOUT THE ROLE

<b>Job Title:</b>	Volunteer Centre Support Officer
<b>Salary:</b>	£34,770 – £35,862 per annum – NJC spine point 18 – 20 (pay award pending Nov 2024, once announced will be backdated to 01/04/2024)
<b>Responsible to:</b>	Volunteer Centre Services Manager
<b>Duration:</b>	2 years (extension subject to funding, with hope to making the post permanent)
<b>Hours:</b>	Full time (35 hours per week, Mon - Fri)
<b>Benefits:</b>	28 days annual leave (plus bank holidays) and 6% pension contribution
<b>Location:</b>	200a Pentonville Road, Kings Cross, London N1 9JP

## WHO WE ARE LOOKING FOR

We are looking for a highly effective person – someone who is passionate about volunteering and looking for an opportunity to work with Islington’s residents and our vibrant and diverse VCFSE sector.

## PURPOSE OF THE ROLE (AND PRIMARY JOB FUNCTION)

We are entering an exciting new phase of development at VAI, and our ambition is to maintain our current volunteering support offer as well as developing new services.

We are seeking a Volunteer Centre Support Officer to:

- Deliver high quality volunteering brokerage (connect) services to residents and VCFSE organisations.
- Lead on volunteering outreach in the community.
- Provide good practice volunteering support to VCFSE and corporate and public sector organisations.
- Assist with the day to day running of the Volunteer Centre including volunteer management and the continuous development of the service.
- Promote volunteering and assist with marketing of the Volunteer Centre service.

## **KEY RESPONSIBILITIES OF THIS ROLE INCLUDE**

### **a) Volunteer Centre Services**

- To be the first point of contact for people using the Volunteer Centre Brokerage Services, responding to enquiries made by telephone, email and in person.
- To ensure that enquiries are dealt with effectively; providing best practice information, advice, and guidance personally; as well as referring onto appropriate partners where appropriate.
- To enrol volunteers, motivate them to overcome barriers, helping them to secure and sustain volunteering placements, and tracking their progress.
- To match potential volunteers to suitable opportunities which meet their needs, interests, and aspirations, in line with role descriptions and person specifications.
- To approve and maintain volunteering opportunities on our brokerage platform - ensuring that content is clear, concise, engaging, accurate and up to date.
- To lead on the recruitment, training, and supervision of small teams of community volunteering advisor volunteers to help deliver the brokerage service, including drop-ins and outreach.
- To liaise with local VCFSE, corporate, and public sector organizations to identify, develop, advertise, and ensure access to inspiring volunteer opportunities that meet diverse needs, abilities, and interests of residents.
- To keep abreast of national and local best practice guidance on volunteering
- To contribute to supporting cross sector organisations to access and embed best practice policies, procedures and practices.
- To maintain and update a bank of model policy documents that organisations can adapt and use.

### **b) Promoting Volunteering and Social Action**

- To promote local volunteering opportunities to Islington residents.
- To engage and work with small and larger groups and organisations working with communities facing inequality, poverty, and social isolation.
- To run information stalls at community events, volunteering fairs, give targeted presentations when required and participate in other outreach and recognition events for volunteers.

### **c) Working with Referral Agencies and Partners**

- To signpost residents and VCFSE organisations to other specialist support services as appropriate.
- To take part in appropriate local networks and forums, meetings and events to promote VAI's services and encourage partnership working.

- To work effectively in partnership with Islington council services such as iWork, Adult Community Learning, and health partners.
- To track referrals and signposting of residents to and from statutory and VCFSE partners.

#### **d) Monitoring, Evaluation and Service Development**

- To monitor work undertaken, providing quantitative and qualitative information including case studies for reports to funders and other partners.
- To participate in the planning, delivery, monitoring and evaluation of projects, working in collaboration with VAI staff, associates, consultants and volunteers as required
- To contribute to the development of programmes arising from insight/knowledge gained from working with VCFSE and statutory partners
- To maintain and update VAI's database of organisations and support provided

#### **e) Infrastructure Development and Implementation**

- To contribute to the development, implementation and maintenance of a new volunteer brokerage system, Volunteer Centre website and organisation's CRM (development is in progress)

#### **f) Communications**

- To collate, disseminate, maintain and keep up to date the good quality information for local groups on VAI's website, social media platforms, newsletters and printed materials.
- To contribute to the setting up and facilitation of training and development sessions online and in person, including those led by partners.
- To attend and make presentations at meetings and events as required, demonstrating our work and impact to the local authority and other partners as required.

#### **g) General duties:**

- To be committed to VAI's core values of fairness, effectiveness, and transparency and to demonstrate this commitment in the way they carry out their duties.
- Ensure that our equity, diversity and inclusion and all other VAI organisational policies are actively implemented and adhered to in all areas of your work.
- Work with VAI staff, volunteers and trustees towards the effective achievement of the organisation's strategic aims.
- To treat with confidentiality any personal, private, or sensitive information about individual organisations, VAI service users, staff, and others.
- To contribute to VAI's organisational strategies, plans, policies and procedures

- To contribute to VAI's role as Islington's Council for Voluntary Service (CVS) by developing and maintaining a general awareness of Islington's VCFSE sector and its general requirements.
- To use and assist others in the use of information technology systems, to carry out duties in the most efficient and effective manner.
- To assist with the occasional cover of reception and other VAI Resource Centre arrangements at 200a Pentonville Road, dealing with enquiries, signposting service users, and other requirements which may arise, to ensure high standards of customer service.
- To assist in fundraising and income generation activities to meet VAI strategic aims.
- To undertake training and personal development opportunities that assist with the effective development of the post holder.
- To constructively take part in meetings, i.e., taking minutes and chairing when necessary; supervision; appraisal; seminars.
- To carry out additional tasks that may be required from time to time to achieve agreed service outputs and outcomes, and personal appraisal targets, as agreed with the line manager.
- To carry out additional tasks or reasonable duties that may be required from time to time to achieve agreed service outputs and outcomes and personal appraisal targets, as agreed with the Volunteer Services Manager
- The postholder will be required to attend occasional evening meetings and events.
- VAI reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

# VoluntaryActionIslington

## Job Specification

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing for this post.

<b>VOLUNTEER CENTRE SUPPORT OFFICER</b>		
<b>REQUIREMENTS</b>		
<b>EXPERIENCE</b>		
<b>E1</b>	At least 3 years' experience of working effectively with or within the VCFSE sector	A/I
<b>E2</b>	Providing good practice volunteering	A/I
<b>E3</b>	Supporting and managing volunteers	A/I
<b>E4</b>	Delivering excellent customer service or advice provision/support	A/I
<b>E5</b>	Delivering community outreach activities	A/I
<b>E6</b>	Administrating of a CRM system and/or Volunteer Brokerage System	A/I
<b>E7</b>	Experience of marketing services and producing newsletters, publicity, and promotion documents	A/I
<b>KNOWLEDGE, SKILLS, and ABILITY</b>		
<b>E8</b>	Excellent interpersonal and communication skills, both written and verbal.	A/I/
<b>E9</b>	Tactful and diplomatic, able to build rapport with people from wide range of backgrounds	A/I/
<b>E10</b>	Confidence and ability to support the delivery of training online and in person	A/I
<b>E11</b>	Excellent knowledge and understanding of the ethos of volunteering and best practice in volunteer management.	A/I
<b>E12</b>	A good understanding and knowledge of the Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations and the services and activities that they provide.	A/I
<b>E13</b>	A good understanding of and commitment to equity, diversity and inclusion and the implications for this role.	A/I
<b>E14</b>	An ability to understand and explain the implications of changes in policy for local VCFSE sector organisations	A/I
<b>E15</b>	Strong organisational, project planning and administrative skills including the ability to manage competing priorities and problem solving	A/I
<b>E16</b>	Excellent IT and digital skills including MS Office 365, CRMs, Teams, Zoom, and Social Media platforms.	A/I
<b>E17</b>	Ability to produce comprehensive reports utilising data collected through monitoring and evaluation processes, effectively demonstrating outputs, outcomes, and impact through various reporting channels.	A/I
<b>E18</b>	Ability to work as effectively as part of a team including staff and volunteers and ability to motivate others.	A/I
<b>E19</b>	Ability to network and form effective relationships with people from a wide range of organisations and across sectors.	A/I
<b>E20</b>	Able to work occasional evenings and weekends by prior arrangement	A/I
<b>E21</b>	Ability to commit to health and safety and safeguarding good practice	A/I
Assessed by: A= Application I= Interview T= Test		



**We value equality, diversity, and inclusivity. Applications are especially welcomed from underrepresented backgrounds, including but not limited to gender, race, age, sexual orientation, disability, and religion.**

## **HOW TO APPLY**

For an informal discussion about this position, please contact Marta Aparicio, Volunteer Services Manager by emailing [Marta.Aparicio@vai.org.uk](mailto:Marta.Aparicio@vai.org.uk)

<b>Deadline for applications:</b>	<b>20.06.2024</b>
Please send a <ul style="list-style-type: none"><li>▪ Up to 6-pages supporting statement highlighting why you are applying for the role and how you meet the job specification criteria.</li><li>▪ copy of your CV</li><li>▪ completed equalities monitoring form to <a href="mailto:recruitment@vai.org.uk">recruitment@vai.org.uk</a></li></ul>	
<b>Interview dates:</b> Please submit your application promptly. We will be conducting interviews on a rolling basis as we receive applications.	TBC
<b>Start date:</b>	As soon as possible

**Thank you for your interest in the role.**