

# Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

## Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

### Role Details

Job Title:	Volunteer Coordinator	JEID	R0253
Salary Grade:	F		
Team:	Warwickshire Library and Information Service		
Division / Service:	Customer Service		
Directorate:	Resources		
Primary Location:	Countywide		
Political Restriction	This post is not politically restricted		
Responsible to:	Team Leader Digital & Communities		

This post has been designated as requiring a Disclosure & Barring Service check from The Criminal Records Bureau. It is therefore essential that you are willing to complete a Disclosure form if offered the post.

### Role Purpose

To champion, develop and support an active team of volunteers within Warwickshire Library and Information Service (WLIS)

### Role Responsibilities

- 1) Researching and writing volunteer policies and procedures, ensuring that they complement rather than conflict with WCC practice, in order to develop and sustain best practice across WLIS.
- 2) Liaising with service teams within WLIS and within WCC to understand how they work, develop partnerships and assess their volunteering needs.
- 3) Work with staff to support volunteering opportunities based on the needs of WLIS and develop role descriptions where appropriate .
- 4) Raising staff awareness of the role and function of volunteers.
- 5) Adopting and promoting a creative and innovative approach to developing volunteer placements

## Job Description

- 6) Ensuring there is appropriate support and training for volunteers.
- 7) Promoting volunteering and volunteering best practice (internally and externally) through recruitment and publicity strategies and campaigns.
- 8) Recruiting volunteers in partnership with WLIS staff and ensuring they are appropriately matched and trained for a position.
- 9) Celebrating volunteering by nominating volunteers for awards and organizing celebration events.
- 10) Offering advice and information to volunteers and external organizations through face-to-face, telephone and email contact.
- 11) Organizing profile-raising events to attract new volunteers.
- 12) Attending committees and meetings about volunteers
- 13) Managing budgets and resources, including the reimbursement of expenses if appropriate
- 14) Keeping up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes.
- 15) Working with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering.
- 16) Support the Special projects team in generating income, including writing funding bids and fundraising in order to make volunteering placements within projects innovative and sustainable.
- 17) Develop monitoring and evaluation processes to assess the success of volunteer activity within WLIS, including writing reports and providing qualitative and quantitative information to partners, funders and for internal evaluation purposes
- 18) Maintaining databases and undertaking any other administrative duties.
- 19) Identifying barriers which prevent more effective volunteering and working with colleagues to identify appropriate solutions.
- 20) Raising staff awareness of the role and function of volunteers.
- 21) To work with Core Services Officer and other colleagues to ensure performance information and other reports are produced in an accurate and timely manner
- 22) To undertake, as required, any other duties that are commensurate with the grading of the post.

# Job Description

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

*Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).*

Essential Criteria	Assessed By:
Qualifications – 4 GCSE passes (or equivalent) including English and Maths	D
Experience of volunteering and knowledge of WLIS	A, I, T
Meeting targets and fulfilling agreements, even when adverse circumstances prevail	A, I
Familiar with methods for planning, organising and monitoring ongoing activities.	A, I, T
Aware of methods and techniques for the assessment and management of risk.	A, I
Being pro-active and taking action anticipating opportunities.	A, I
Establishing relationships and maintaining contact with people from a wide variety of backgrounds, whilst working as a team member.	A, I
Works under broad direction. Establishes own milestones, work is often self initiated.	A, I
Ability to motivate, develop and gain the commitment of staff and others.	A, I
Ability to think clearly and evaluate complex issues.	A, I, T
Enhanced DBS Check – Adults and Children	D

Desirable Criteria	Assessed By:
Experience of working within Public Sector	A, I
An understanding of the operation of WLIS and key relevant legislation.	A, I, T
Supervision of volunteers	A, I
Ability to evaluate services (including IT skills).	A, I, T
Report writing skills ability to present analysis and conclusions.	A, I, T
Taking advantage of opportunities and overcoming problems.	A, I, R

# Job Description

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

### Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.

<input type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input checked="" type="checkbox"/> Lone working	<input type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food Handling
<input type="checkbox"/> Work at heights	<input type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use ( <i>call centre</i> )	<input type="checkbox"/> Working with vibrating tools / machinery