



# Alsager Community Support



## Alsager Community Support (ACS) Volunteer Co-ordinator Job Description and Person Specification

**Job Title:** Volunteer Co-ordinator

**Hours:** 22 hours per week (Some infrequent evening or weekend work may be required for which time off in lieu is given)

**Salary:** £ 16,485.15 per annum

**Duration:** Fixed term contract to 31<sup>st</sup> December 2028

**Responsible to:** Alsager Community Support (ACS) Manager

**Responsible for:** ACS Centre and Community Volunteers

**Organisation:** Alsager Community Support

**Location:** 19-21 Crewe Road, Alsager, ST7 2EW

### Scope of the Role

Alsager Community Support (ACS) provides an award winning, volunteer based information, advice and support service to all local residents in need. We are looking for a 'can do' Volunteer Co-ordinator who will have experience of recruiting, training and managing volunteers and of working directly with clients in need. A first-class communicator with strong interpersonal skills with the ability to inspire and motivate others in a positive and engaging manner.

### Main duties and responsibilities

#### Volunteers

- Lead on all aspects of the day to day administration and supervision of all volunteers in the Centre and in the Community and be the main contact for resolving any volunteer queries;
- Carry out volunteer recruitment to attract new volunteers to ensure ongoing growth, development and sustainability of the service;
- Support each new volunteer through a robust induction process and maintain accurate training records;
- Take responsibility for organising and co-ordinating ongoing volunteer development, training and supervision to enhance their knowledge, experience and feel valued;
- Maintain and review working methods and practices of volunteers to instil best practice and ensure compliance with legislation and standards;
- Organise volunteers and manage rotas to suit the outcomes required;
- Maintain regular communication with volunteers, to ensure that they feel informed, included and involved as part of the organisation via regular meetings, bulletins, email etc.

- Acknowledge the contribution of volunteers, leading on events such as National Volunteers week and volunteer long service/recognition awards;
- Conduct leavers interviews with volunteers to understand more about their experience and seek feedback on how to improve the volunteer experience;

### **ACS Clients**

- Maintain and develop the referral process in response to requests from clients in need;
- Discuss the provisions ACS can offer with prospective clients in their own home to support their individual needs and match volunteers to address such needs;
- Carry out all activities with clients as set out in ACS policies including risk assessments, completing relevant documentation and monitoring/managing the ongoing relationship between client and volunteer

### **General**

- Collect, organise and present data relating to volunteers, clients and provisions;
- Host regular network meetings across all provisions to maintain strong links;
- Foster links and work closely with outside agencies to support clients and external referrals;
- Facilitate and attend events to promote ACS when required; including within the local community and which may include some out of hours working;
- Work flexibly as may be required by the needs of the service, which may include a small amount of travel.

This job description is regarded as a guide to the accountabilities associated with the Volunteer Co-ordinator role. Additional or alternative tasks within the capability of the post holder may from time to time be required.

## **PERSON SPECIFICATION**

### **ESSENTIAL**

- At least two years' experience of working with volunteers or volunteering;
- Passionate about the positive contribution that volunteering can make to people's lives;
- Proactive planning, problem solving and influencing skills;
- Organised, with excellent time management skills;
- Ability to work flexibly;
- Excellent communication and interpersonal skills, including the ability to engage a range of audiences; and the skills to facilitate and commission relevant, suitable volunteer training;
- Ability to manage stressful situations;
- Good administrative and IT skills, including use of Word, Excel, Outlook, PowerPoint etc.;
- Strong commitment to the values of ACS;
- Have an awareness of safeguarding issues and the management of risk.

## DESIRABLE

- Experience of working within the information and advice services;
- Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers who work with people in need;
- Accredited volunteer management training.

Annual Leave will be 28 days of paid holiday each year (including statutory bank holidays) pro-rata, an employer sick pay scheme and a contributory pension scheme.

The candidate will be subject to satisfactory references, proof of eligibility to work in the UK and a 6-month probationary period.

### Application process

Please apply for this post at [uk.indeed.com](https://uk.indeed.com).

Closing date for applications: 5pm Friday ~~XXXXXXXX~~ 2026.