



Job Description: Volunteer and Infrastructure Officer

Job Title:	Volunteer and Infrastructure Officer (Voluntary and Community Support Team, VCST)
Responsible to:	Volunteer and Infrastructure Team Lead
Hours:	37.5hrs (excluding lunch breaks) This is a fixed term contract until March 2025

Job Overview:

The role of the Volunteer and Infrastructure Officer is to support the Volunteer and Infrastructure Team Lead within the Voluntary and Community Support team providing high quality information, support and expertise in infrastructure support opportunities available to VCSE groups and organisations within Shropshire.

They will promote volunteering and encourage new volunteers to come forward for the benefit of Shropshire VCSE groups, organisations and communities. Provide governance advice, support, and guidance to local community/charitable groups and organisations, including support to VCSE staff/volunteer managers on volunteer recruitment and retention and develop working relationships with community led/based local groups to support future growth and sustainability.

They will also offer and make aware training opportunities and provision to support group and organisational compliance and safety.

Key Responsibilities:

Governance support for VCSE groups, organisations and statutory organisations

- Arrange and carry out group referral scoping meetings to identify group need and develop trusted relationships with community led based groups and organisations.
- Advise local VCS groups and social enterprises on a range of legal structures, policies and charity registration issues, assisting groups/committees with choosing the most appropriate structures for developing their organisation and the requisite registration process.
- Offer governance and legal structure advice to new and existing charitable groups and organisations, providing support and advice, to existing groups on how to develop their services and perform regular organisational health checks.
- Provide assistance, or signpost and offer mentoring support, regarding group/organisational planning, quality assurance; policies and procedures; and other organisational development.
- Assist with planning and implementing monitoring and evaluation of groups/organisations work and support in measuring and communicating impact.
- Work closely with the teams funding and grants officer to identify appropriate funding support for groups and organisations.
- Promote and offer training opportunities to groups and organisations to ensure due diligence, professional conduct, and safe working environments.
- Identify geographical areas for new group start up and support.
- Work collaboratively with local community development officers and the wider social prescribing team.

Volunteer Brokerage for VCSE groups, organisations and statutory organisations

- Provide and deliver a robust volunteer brokerage and management service.

- Keep up to date with legislation and policy relating to volunteering.
- Update and maintain internal volunteering policies and procedures promoting due diligence and best practice.
- Research and support the writing of volunteer policies and procedures, including risk assessments, to share as good practice examples with organisations using volunteers.
- Promote volunteering through recruitment and publicity strategies, organise profile raising campaigns to attract new volunteers.
- Work with our partner organisation Community Resource, using shared CRM to build a databank of volunteering opportunities available within Shropshire.
- Offer advice, information and opportunities to volunteers and external organisations through face to face, telephone and digital contact.
- Interview and recruit volunteers and ensure they are appropriately matched and placed into volunteer opportunities (moving volunteers where required).
- Maintain the Qube and Community Resource CRM database, adding new organisations and volunteering opportunities as well as keeping current contacts up to date.
- Ensure there is appropriate support and training, for volunteers and volunteer managers/co-ordinators either with host organisations, the VCST training programme, or through signposting to additional external training opportunities to support volunteer recruitment and retention.
- Be the main point of contact for volunteers, ensuring effective communication and enquiries are dealt with in a timely manner.
- Conduct regular reviews and service outcome measures with all new and existing volunteers to ensure they are enjoying their volunteering experience/highlight any areas for development or change.
- Work in partnership with Healthy Living Advisors to offer volunteering as a social prescribing intervention where appropriate and criteria is met.
- Support development and planning of volunteer thank you and networking events.

General

- Ensure services are consistent with our organisational values.
- Ensure where appropriate, that staff and volunteers are involved in delivering our services.
- Support the Voluntary and Community Support Team at community and 'meet the team' events as required.
- Undertake some evening and weekend working when required.
- Undertake any other duties as determined by the line manager.
- Participate in the wider work of the VCST, Qube, Community Resource and the Shropshire Infrastructure Partnership as required.

Particular duties and responsibilities may vary from time to time without changing the general character of the role or level of responsibility entailed. The postholder may therefore be required to pursue activities other than those specified above, within the remit of the post.

Person Specification: Volunteer and Infrastructure Officer

	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> • Good standard of education. • Good level of computer literacy – Word, PowerPoint, database, email, etc. • Full driving licence and ability to travel around the county in own vehicle. • Evidence of continued professional development. 	
Knowledge	<ul style="list-style-type: none"> • Understanding of the issues facing rural communities, and how to work with communities to offer solution-based proposals. • Community development approaches. 	<ul style="list-style-type: none"> • Wider knowledge of voluntary and community sector. • Knowledge and understanding of volunteer management and recruitment.
Experience	<ul style="list-style-type: none"> • Demonstrable experience of achieving set aims and objectives. • Experience of providing IAG services to VCSE organisations; or comparable advice, training, education and communication skills. • Demonstrable experience in meeting organisational development needs including high quality diagnostics and action planning, and the effective use of self-help templates and documents. • Experience working with voluntary and community groups in a range of settings. • Experience promoting local services. • Experience working in partnership with a variety of other organisations. 	<ul style="list-style-type: none"> • Project management experience. • Experience of setting up and facilitating forums, networks and /or group meetings.
Skills	<ul style="list-style-type: none"> • Time management skills. • Research, reviewing and objective evaluation skills. • Confidence in using IT/CRM for monitoring and evaluation purposes and report writing. • Good interpersonal and communication skills • Public speaking and presentation skills. • Ability to motivate and enthuse others. 	<ul style="list-style-type: none"> • Ability to prepare reports for variety of audiences.
Values	<ul style="list-style-type: none"> • Work to the values of the Charity (included below). • Commitment to local community activity and voluntary effort. • Understanding of preventative care approaches. • Positive and creative approach to working with local groups. • Ability to work alone or as part of a team. • Commitment to own continued professional development. 	
Able to demonstrate key	<ul style="list-style-type: none"> • Has a positive work ethic, dependable and conscientious. • Is flexible, can work to own initiative with good time management. 	

skills required of all staff	<ul style="list-style-type: none">• Takes a collaborative approach to success.• Has organisation and administration skills for the role, including IT skills.• Works within agreed business plans, policies, procedures and systems.• Works within the reasonable direction of your line manager.• Participates in individual supervision and annual appraisal meetings with line manager.• Is beneficiary and customer focused.• Applies equality of opportunity.• Communicates appropriately.• Is proactive in personal development.
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Main conditions of service

Salary	£24,492 per annum.
Term of employment:	This is currently a fixed term position until 31 st March 2025 with extension possible dependent on further funding. Confirmation of employment will be dependent on completion of a probationary period (see below).
Probationary period	This post carries a probationary period of six months. Confirmation of employment will be subject to satisfactory performance during this period.
Hours:	37.5 hours per week (excluding lunch breaks). Minimum of 3 days per week office based. Core office hours are 9.00am – 5.00pm Monday to Friday. Candidates should be aware that, from time to time, they may be required to work 'out of hours' during evenings or at weekends due to the nature of the work. Qube operates a time off in lieu system to compensate for this, but a flexible approach is required to enable the duties of the post to be properly discharged.
Holiday:	20 days per annum plus statutory Bank Holidays. The holiday year runs from January to December. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
Pension:	This post is pensionable. The postholder will be entitled to an employer's pension contribution of 3% of salary after three months.
Place of work:	Oswestry.
Termination of Employment:	One week's notice in writing on either side during the Probationary Period. Upon confirmation of appointment, one calendar month notice in writing.
Use of car for business purposes	During the course of your work, you may be required to travel away from your office base. When using your own car for such travel, we will reimburse you as a casual car user at the current rate of forty-five pence per mile. You are required to ensure that your car insurance covers you to use your vehicle for business purposes.