

Job Description & Responsibilities

<p>Position: Volunteer Coordinator</p>	<p>Hours: Fixed term contract, for 25 hours per week, until April 30th 2022 (with potential for contract extension, subject to future funding).</p>
<p>Location: Shrewsbury, Shropshire</p>	<p>Reporting to: UK Programmes Manager</p>
<p>Salary: £22,495 per annum pro rata (against 35hpw)</p>	<p>Closing date: 29th November 2020</p>

Background to organisation

Signal exists to transform the lives of people who are Deaf, have hearing loss and those who experience tinnitus.

We work in the UK and internationally to support individuals, to enable and empower them. We engage at the community level, with many different stakeholders and local partners, to raise awareness and acceptance and encourage inclusive services.

We work in the UK, in Shropshire - where we are based - and internationally in sub-Saharan Africa, where we currently have projects in Malawi, Tanzania, Uganda and Zambia.

Signal was founded in 2013 through the coming together of two well established charities, the Woodford Foundation and the Shropshire Christian Deafness Association. These organisations have been engaged in enabling people with hearing loss in the UK and overseas for over a century and a half.

Signal's vision is an inclusive world for all that breaks down barriers and empowers people who are Deaf, have hearing loss or tinnitus, so that no one is left behind. Our mission is to advocate for change and build inclusive societies by ending stigma and isolation for those who are Deaf, have hearing loss or tinnitus.

We aim to achieve our mission by:

- Challenging perceptions through engaging in difficult conversations.
- Improving access to healthcare, education, employment, and services.
- Delivering our programme of work collaboratively, in partnership with organisations, who have a shared vision.
- Achieving positive change globally that is locally led by the communities we work with.

Introduction to the role

Do you want to change the lives of people who are Deaf, have hearing loss or experience tinnitus, in the UK and Sub Saharan Africa?

We do. And we need your help to do it.

Signal requires a Volunteer Coordinator with a passion for empowering people with disabilities and a strong desire to help build inclusive societies.

Our ideal candidate will be an excellent communicator and relationship builder with the experience, skills and motivation to recruit, engage and retain volunteers, enabling Signal to scale up and improve its current and future service offering.

As well as having a background in volunteering and volunteer coordination, we also want you to be passionate about diversity and inclusion; both in terms of recruitment and service delivery.

You will need to be agile in your approach, to adapt volunteering offers safely and in line with Covid-19 restrictions.

We will need you to demonstrate that you have a track record of being creative, resilient and pro-active, with the ability and the aptitude to take on responsibility.

Here at Signal, we're a small team, but we make a big impact. We will want you to demonstrate that you can work collaboratively with your colleagues to help ensure that our exciting projects are delivered on time and with impact, and work in partnership with our volunteers in order that they feel consistently supported and valued in their role.

If you think this sounds like you, well then, we cannot wait to hear from you.

Key Responsibilities

- To work closely with colleagues and trustees to proactively identify where volunteer roles will support the growth and reach of the organisation, and its projects.
- To grow the number of volunteers within the organisation which will support the organisation in its growth.
- Liaising with staff, trustees and volunteers, to initiate and develop appropriate volunteer led projects to meet identified need and gaps in provision.
- To monitor targets and outcomes of projects and provide data for reports.
- To co-ordinate volunteer recruitment, inductions, training and ongoing management and development, including regular supervision meetings.
- To develop and maintain appropriate policies with reference to volunteers and volunteering.
- To devise and oversee the maintenance of appropriate recording and reporting systems for volunteering matters.
- To ensure the appropriate use and safe storage of personal information.

- To undertake all checks, including DBS, as appropriate and ensure all legal and financial processes are in place for all volunteer activity.
- To supervise the story-gathering process for the organisation and play a critical role in ensuring that an authentic experience of our beneficiaries is shared across our channels.
- To develop relationships with key stakeholders in the public, private and voluntary sectors to actively promote Signal as a place to volunteer.
- To identify and undertake appropriate training and take responsibility for professional development.
- To undertake other duties commensurate with the post, as agreed by line manager, and willing to take on responsibility where necessary.

Person Specification and Skills

General

- Experience of volunteer development and management
- Experience in project delivery, including monitoring and evaluation
- Ability to work effectively both as a team member and independently
- Self-motivated, pro-active and a self-starter
- Ability to manage multiple priorities under pressure, trouble-shoot, and to meet short and long-term deadlines
- An excellent people manager
- A critical and creative thinker

Communications

- Excellent written and verbal communication skills
- Ability to network and engage with stakeholders of all levels, promoting the organisation and its services
- Excellent presentation skills
- Excellent analytical skills

Administration

- Very good standard of IT and Microsoft Office 365 applications
- Knowledge of project funding procedures and guidelines
- Thorough organisational and administrative skills

These skills aren't prioritised in any particular order. If you don't think you tick all the boxes highlighted here, but you believe you bring something different to the table that can fulfil the role, then we still want to hear from you.

What the Role Offers

- The opportunity to contribute to make a real difference to people who are Deaf, living with hearing loss and experiencing tinnitus, in our countries of operation
- The opportunity to be part of an enthusiastic and motivated team
- Contributory pension, following probationary period
- 25 days' annual leave entitlement plus 8 days Bank Holidays (pro rata)

To apply, please send a copy of your CV and a detailed covering letter in support of your application, of maximum two pages, via email to Signal's UK Programmes Manager, Catriona@signal.org.uk

Applications must be submitted no later than 23:59 on Sunday 29th November 2020. Applications will not be accepted after this time.

Interviews are expected to take place early December.

You should include the contact details of two referees, one of whom should be your current or most recent employer. We will not contact your referees prior to interview.

Candidates please note that Signal will not be in a position to address enquiries concerning this role by telephone. Should you require any information prior to submitting your application, please email Catriona@signal.org.uk

Signal requests no contact from recruiters or media sales.

We can only consider candidates who have the right to work in the UK.