

JOB DESCRIPTION

ROLE	VOLUNTEER COORDINATOR (ICS) 1-year fixed term contract
LOCATION	CENTRAL LONDON
SALARY	£20,496 - £22,725
REPORTS TO	ICS DELIVERY MANAGER
CLOSING DATE	Wednesday 15th May 2019

Introduction to Raleigh International

Raleigh International is a youth-led sustainable development charity. We focus on working for and with young people to inspire and make positive change in four areas: promoting youth in civil society, providing access to safe water and sanitation, protecting vulnerable environments and building livelihoods and enterprises.

Our way of working to achieve impact is by engaging young volunteers through delivery programmes: Raleigh Expedition, International Citizen Service (ICS), a UK government-funded development programme, and national youth programmes where we work solely with local youth volunteers in-country.

By working through youth, we develop young leaders and ensure young people are connected, valued partners in development.

Our values

Our values are at the heart of our work. They guide how we do what we do. They are shared by our staff, supporters, volunteers, project partners and the communities with whom we work.

- **Find the courage**
We find the courage to step out of our comfort zone and create change.
- **Never give up**
We have the grit, determination and resilience to get the job done.
- **Open to discovery**
We are open-minded to trying new things and learn from one another.
- **Act with Integrity**
We act with honesty and respect, and we take responsibility for doing what we say.
- **Create Impact together**
We seek to maximise long-lasting impact in everything we do.

Overall Purpose of the Role

Raleigh International is one of three organisations delivering the International Citizen Service (ICS) contract alongside VSO and Restless Development.

Due to the imminent extension of this contract we are recruiting a Volunteer Coordinator to provide proactive and unique support to Raleigh's volunteers from the first point of contact to them departing for programme, ensuring that all volunteers are motivated to achieve their fundraising target and are adequately informed, supported and prepared to fully engage with and participate safely in a Raleigh programme.

Working as part of a team of three pre-departure Volunteer Coordinators, this role will support UK Volunteers and Team Leaders in their recruitment and preparation to join Raleigh's ICS programme. This involves providing a high level of customer service and personal support to ensure that every volunteer completes the necessary administrative processes on time and prior to departure. These processes include attending relevant assessment and training events, achieving DBS clearance, submission of all essential information including medical, immunisation and appropriate travel and emergency contact details, passport details, visa application and flight details.

Principle Accountabilities and Responsibilities

Volunteer and Team Leader Recruitment

- Oversee the end to end administration process for recruitment of all ICS volunteers and leaders including initial enquiries and allocation through to assessment and placement.
- Book volunteer travel and accommodation for assessment days
- Invite and systematically calling young people to book them onto ICS assessment days
- Administrative preparation for assessment events
- Act as one of the team of facilitators on assessment events.
- Monitor and report regularly to colleagues on sign-up rate to ICS assessment days
- Complete DBS administration including checking forms, chasing ID documents and address history, and logging details on the relevant database.
- Deliver feedback to candidates post assessment.

Volunteer Support and Administration

- Support and guide volunteers through the administrative processes required to participate in Raleigh's ICS programmes.
- Ensure that required pre-departure operational processes and activities including securing visas, DBS clearance and medical clearance are completed successfully pre-departure.
- Provide volunteers with accurate information relating to their pre-departure journey and the preparation required within pre-determined timescales.
- Complete effective and accurate maintenance of volunteer records on a CRM database (Salesforce).
- Provide customer service support to Next of Kin, partner agencies, external stakeholders and other influencers of volunteers such as keyworkers whilst participants are on programme.
- Update accurate information on internal recruitment funnels on a regular basis.
- Work with the ICS Delivery Manager to develop and implement support plans for volunteers with additional needs.
- Attend, assist and facilitate at pre-departure training events, this will include weekend working.

Volunteer Engagement

- Engage and enthuse volunteers and Team Leaders about their overseas programme in accordance with the communications engagement plan.
- Contribute to the regular review of the provision of information and training at different stages of the volunteer and Team Leader pre-departure journey.
- Maintain and develop resources to assist volunteers and Team Leaders in their preparation for the ICS programme.
- Log and implement continuous assessment issues and processes in accordance with Raleigh policy.
- Attend engagement events with volunteers, including airport departures

Other Responsibilities

- Work with Raleigh Fundraising Support Officers at VSO to ensure all volunteers and Team Leaders meet their fundraising target and monitor continual assessment issues
- Undertake other duties as required by the ICS Delivery Manager
- Assist the safety team with incident management where necessary
- Facilitate at Return Volunteer Events
- Adhere to all internal policies and the ICS Quality Assurance principles.

Person Specification

Essential

- Enthusiastic and energetic with a 'can do' attitude
- Experience of working in busy customer service or administration roles and providing high quality customer service
- Ability to work constructively and collaboratively with others to achieve success
- Have well-developed interpersonal and communication skills with people and organisations from different backgrounds, cultures and nationalities
- Be resilient, agile and able to work well under pressure
- Adaptable approach to problem-solving
- Ability to work autonomously and without close supervision
- Have excellent organisational and time management skills
- Have excellent attention to detail
- Ability to maintain confidentiality
- Experience of fundraising or supporting others with fundraising.
- Language – fluent in oral and written English
- Strong IT Skills (Salesforce, Microsoft Office)
- Availability to travel and work on weekends and outside normal hours as required.
- Understanding, commitment and passion for Raleigh's work

Desirable:

- Has participated in Raleigh ICS or a Raleigh Expedition
- Experience of supporting or managing volunteers
- Previous experience of mentoring or engaging with the 18-25 audience
- Experience of facilitation or delivering training

- Knowledge and/or experience of social media platforms and their use as part of an overall communications engagement strategy.

Other Information

Holiday entitlement

The holiday entitlement for full-time staff is 25 working days per year, plus 8 public holidays. Part-time staff receive a pro-rated entitlement.

Office hours

Normal office hours are Monday to Friday, 9.00 am - 5.00 pm, though staff can vary their start and finish times between 8.00 am – 4.00 pm and 10.00 am – 6.00 pm.

Weekend, early morning and evening working may be required in the following circumstances: to attend events and meetings and on overseas field trips.

Employment eligibility

To be considered for this role applicants must have British Nationality or have a right to live and work in the UK.

Safeguarding and Vulnerable Adults

Raleigh International is committed to ensuring the health, safety, welfare and development of all young people with whom it works regardless of gender, age, stage of development, disability, sexual orientation, religion, culture or ethnicity. All participants who take part in activities organised by us should enjoy taking part in these without fear of harm. We guide all staff and volunteers to show respect for and understanding of young people's rights and their safety and welfare and by so doing, conduct themselves in a way that reflects our principles.

Anti-Corruption Policy

It is Raleigh International's policy to conduct organisation business honestly, and without the use of corrupt practices or acts of bribery to obtain or receive an unfair advantage.

Raleigh is committed to ensuring adherence to the highest legal and ethical standards of organisation conduct. This must be reflected in every aspect of the way in which we operate. We must conduct all our dealings with integrity. Bribery and corruption harms the societies in which these acts are committed and prevents economic growth and development.

Any breach of Raleigh's policy will be regarded as a serious matter and will be dealt with under our disciplinary procedure. In serious cases, it may be treated as gross misconduct leading to summary dismissal.