



Volunteer Coordinator

ROLE PROFILE: Volunteer Coordinator

WARRINGTON



An **OnSide** Youth Zone



POST:

Volunteer Coordinator (Universal)

SALARY:

£25,500 to £29,000 (consummate with experience)

LOCATION:

Warrington Youth Zone

REPORTING TO:

Head of Youth Work & Safeguarding

CONTRACT:

Fixed Term 18 months till June 2026: 40 hours per week

BENEFITS:

3% matched contribution pension; 33 days holiday inclusive of Bank Holidays (rising with length of service)

THE ROLE

The Volunteer Coordinator holds overall responsibility for the Youth Zone's volunteer strategy for universal & open access provision including, recruiting, training, and supporting them to work alongside & be managed by the staff team. You will be responsible for the recruitment & retention of volunteers as well as training & support for the team to best manage and value volunteers. This role will be integral in supporting our corporate volunteers, to enlist support from our business partners and stakeholders alike.

WHAT SUCCESS WILL LOOK LIKE

The successful candidate, in the first 12 months, will have:

- Collaborated with the delivery & operational team to ensure volunteer opportunities are identified and created.
- Maintained the clear volunteer pathway from expression of interest to becoming an established member of the team.
- Further developed the 'culture of volunteering' and ensured the critical role of volunteer is understood and valued across the whole organisation.
- Supported each member of the operation & delivery team to line manager between 2-4 volunteers each, providing between 6 and 30 hours of volunteering a week.
- Further developed a reward and recognition scheme that supports 70% of all volunteers to be active for 4 months or longer.

As a network we support other Youth Zones, and this role will provide support in the form of developing applications to Grant making Trusts for the Youth Zone in Barnsley due to open in Autumn 2025 and the Youth Zone to open in Crewe in 2026.

APPLICATION PROCESS

External applicants – To apply, please complete the application form and return to:

recruitment@wyz.org.uk

Please note – we will not be accepting CV's for this role.

Closing Date: Friday 1st August 2025

Interviews will take place: 5th & 7th August 2025

In addition, please do let us know of any reasonable adjustments we can make to assist you in your application or the selection process.

In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

For information regarding how Warrington Youth Zone processes your data, go to <https://warringtonyouthzone.org/privacy-policy/>

KEY RESPONSIBILITIES

- Carry out any other duties that may reasonably be required in the light of the main purpose of the job or success of the Youth Zone youth zone can thrive
- Coach staff in volunteering best practice.
- Work with the Networks Volunteer Development manager and other Volunteer Coordinators across the network in the development and implementation of the wider Volunteering Strategy & take part in wider Volunteering Team meetings across the network, such as the Volunteer Coordinators Forum
- Train and develop volunteers so that they can thrive in their volunteer role
- Supporting and advising both staff and volunteers throughout the recruitment and induction process; as well as the ongoing involvement of volunteers
- Develop and monitor volunteer programmes - ensuring that volunteers feel valued and remain engaged
- Delegated responsibility for monitoring the volunteering budget
- Coordinating volunteer recruitment and inductions, including advertising volunteer opportunities through a wide range of channels and administering volunteer applications, liaising with candidates and staff, facilitating interviews etc.
- Monitoring, evaluating, and developing recruitment channels, activities and systems to include ensuring that recruitment supports diversity of volunteers using the newly launched Volunteero platform
- Building good professional relationships with the Youth Zone's team of volunteers & facilitating opportunities for staff and volunteers to build relationships
- Ensure regular communication with volunteers to keep them engaged and informed through initiatives such as newsletters, development opportunities and appreciation events
- Engage with national initiatives such as Volunteers Week as a way of thanking volunteers for their contribution and celebrating the positive impact volunteering has
- Volunteer management and support including problem solving
- All administration relating to volunteer management & management of effective systems to retain and administer volunteer information
- Develop a pipeline of applications to Grant Making Trusts who will aware funding in Crewe and Barnsley
- Supervise volunteers in the Volunteer team as and when necessary, which will include being available during and contributing towards our sessional delivery which includes weekend and evening work.
- Develop and submit applications for funding to Grant Making Trusts for work in Crewe and Barnsley Youth Zones.
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using policies, procedures, and practice
- Be a source of expertise and advice for Youth Zone staff to develop good practice in working with volunteers
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety and equality and diversity to ensure all activities are accessible
- Be a role model for young people & the team, presenting a positive "can do" attitude
- Ensure appropriate support and supervision is in place for all volunteers involved in the work of the Youth Zone and that all volunteers have an appropriate named member of sessional staff which they will receive support and supervision.

- Carry out any other duties that may reasonably be required in the light of the main purpose of the job or success of the Youth Zone

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, abilities and attributes listed.

SELECTION CRITERIA	REQUIREMENT
EXPERIENCE	
Demonstrable experience of volunteer management best practice, including developing and supporting a wide range of volunteering opportunities and an understanding of volunteers' motivations and the benefits they can bring to an organisation	Essential
Experience of developing and delivering a variety of training to small and large groups	Essential
Experience of managing successful relationships with colleagues, volunteers, and external partners and confident in providing advice and guidance to others around policy, procedure, and good practice	Essential
Experience of managing team of volunteers	Essential
Experience using CRM platforms or databases	Desirable
Experience of monitoring and evaluation processes	Desirable
Experience working with the youth sector	Desirable
Experience managing externally funded projects	Desirable
Experience of researching and developing applications to Grant Making Trusts and Foundations	Essential
SKILLS, KNOWLEDGE AND ATTRIBUTES	
Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships	Essential
Ability to enthuse, inspire and motivate others	Essential
Ability to work on own initiative and as part of a team	Essential
Ability to work to under pressure & prioritise effectively	Essential
Demonstrable ability to communicate effectively when addressing a variety of audiences in person, on the phone, via email, and when giving presentations to groups	Essential
Ability to pay attention to detail, be thorough and organised	Essential
Ability to manage and organise several tasks at a time	Essential
Demonstrable commitment to diversity in volunteering	Essential
Knowledge of safeguarding procedures	Desirable
Ability to comply with safeguarding procedures	Essential
Commitment to the Youth Zones' purpose and values	Essential
QUALIFICATIONS	
Degree level qualifications	Desirable
GCSE or equivalent literacy and numeracy	Essential
Evidence of ongoing professional development (for example Safeguarding, health & Safety, Management	Essential
SPECIAL REQUIREMENTS	
A willingness to work regular evenings & weekends to support & train volunteers	Essential
A willingness to cover events, holidays, and staff absence	Essential
DBS clearance and committed to Safeguarding children	Essential