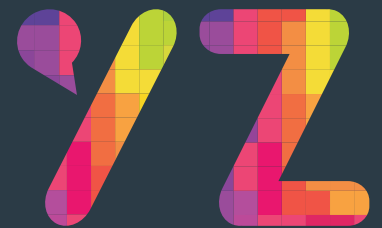




## ROLE PROFILE

# Volunteer Co-Ordinator (universal provision)

WARRINGTON



An **OnSide** Youth Zone



# ROLE PROFILE

## POST:

Volunteer Coordinator (Universal)

## SALARY:

£24,000 to £28,000 (dependent upon experience)

## LOCATION:

Warrington (Dalham Lane)

## REPORTING TO:

Youth Work Manager (Universal)

## CONTRACT:

Permanent: full-time, 40 hours per week

## BENEFITS:

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



## ABOUT ONSIDE

It's about opportunity.

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

It's about opportunity.

We're OnSide, a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them.

We fund and build state-of-the-art, multimillion-pound Youth Zones in the country's most economically disadvantaged areas. We train the amazing people that run them. We offer continuing support via the nationwide OnSide Network, where they can learn and grow, share their stories and celebrate their success together.

These are brand new, purpose-built spaces fizzing with energy, and crammed with incredible facilities. They are staffed by skilled and dedicated youth workers who truly believe in young people - helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

It's inspiring. It's empowering. And it works.

We know it works because we've been doing it for over a decade and we're in this for the long term. Every new Youth Zone is built on the know-how of the last. Every success story writes the first chapter of the next. And we're just getting started.

This is passionate, properly-funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit - from who they are now, everything they might become and achieve, and everyone they might touch and inspire.

All they need is the chance to shine - an environment where they can be their best selves - and you just watch them go.

It's about opportunity.

## WARRINGTON YOUTH ZONE

Opening in Spring 2022 Warrington Youth Zone will become the new home and evolution of Warrington Youth Club (WYC). WYC was formed in 1930 by a group of parents who were concerned that their children were getting into trouble after school. Over the following five years the group developed into Warrington Boys Club. Warrington Youth Club today is a well-established charity which delivers an open

access Youth Club four nights a week at The Peace Centre, a satellite gym 7 days a week in Warrington Town Centre as well as a wide range of successful targeted projects including mentoring, employability, and National Citizenship Service (NCS).

In 2008, the Board of WYC, recognising the need for WYC to modernise and evolve and find more permanent locations for its services (currently scattered over multiple locations), began working closely with OnSide and Warrington Borough Council to explore the potential for a new Youth Zone, a central facility within Warrington which will allow the youth offer to be extended to 7 days each week and attract young people from across Warrington. Whilst providing a base for the many successful and changing targeted projects Warrington Youth Club deliver to local young people. Warrington Youth Club/Zone is part of the OnSide Network.

Warrington has a population of 210,000 people, 32,000 of whom fall within the target age for a Youth Zone (7 - 19 or up to 25 for those with a disability or vulnerability). There is currently no universal youth provision for young people in Warrington available 365 days a year and Warrington Youth Club is the largest children and young people's organisation in the town with over 4000 members.

Warrington Youth Club has a long history in helping young people in this area and is well networked into the Voluntary, Statutory, Faith and Private sectors across the Borough. The multi-agency links that Warrington Youth Club has developed will ensure that the new Youth Zone is accessible to a broad range of groups who support children and young people across Warrington.

Warrington Youth Zone will be dedicated to young people and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. Open 7 days a week including school holidays, the Youth Zone's purpose is to help young people grow to be happy, healthy and successful adults.

The state-of-the-art £7.05 million building will provide young people with facilities that are second to none delivering over 20 sporting, artistic, cultural and general recreational activities each session. Offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. With every workout or kickabout, every mock interview or muck around with mates, young people

develop the resilience to face challenges and the

skills to solve problems. They find confidence to aim high and the determination to become who they want to be. They build positive relationships based on being given the space to talk, an understanding of their own self-worth, and a sense of belonging to something bigger.

That is why Warrington Youth Zone won't just be a place to go - but a place to grow. That is the power of exceptional youth work.

See more at <https://warringtonyouthzone.org/about-us/>

## THE ROLE

The Volunteer Coordinator holds overall responsibility for the Youth Zones 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 the team to best manage and value volunteers.

## WHAT SUCCESS WILL LOOK LIKE

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

- Supported the Youth Zone to achieve 1500 visits by young people a week by ensuring volunteer play a key role in service delivery.
- Collaborated with the delivery & operational team to ensure volunteer opportunities are identified and created
- Put in place a clear volunteer pathway from expression of interest to becoming an established member of the team.
- Created a '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.
- Put in place a reward and recognition scheme that supports 70% of all volunteers to be active for 4 months or longer.



## KEY RESPONSIBILITIES

- Ensure the efficient running of all volunteering activities at the youth zone. This will include identifying volunteering opportunities and developing the recruitment strategy to make sure the 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
- Building good professional relationships with the Youth Zone's team of volunteers & facilitating opportunities for staff and volunteers to build relationships
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- 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
- Facilitating volunteer focus group to take volunteers views into account when planning for new initiatives
- 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.
- Support, training and guidance to staff working with volunteers
- 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
<b>EXPERIENCE</b>	
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 a staff team, ideally including 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
<b>SKILLS, KNOWLEDGE AND ATTRIBUTES</b>	
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 and ability to comply with safeguarding procedures	Desirable
Commitment to the Youth Zones' purpose and values	Essential
<b>QUALIFICATIONS</b>	
Degree level qualifications	Desirable
GCSE or equivalent literacy and numeracy	Essential
Evidence of ongoing professional development (for example Safeguarding, health & Safety, Management)	Essential
<b>SPECIAL REQUIREMENTS</b>	
A willingness to work planned 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

## GENERAL INFORMATION

The normal hours of work are 40 per week, or those necessary to fulfil the requirements of the position. There will be a requirement to work outside the normal 9 to 5, Monday to Friday, working week, including frequent evenings and weekends. This will mean working flexibly across the week, to suit the needs of both the role and the individual.

## APPLICATION PROCESS

To apply, please complete the application from and return to

[recruitment@warringtonyouthclub.co.uk](mailto:recruitment@warringtonyouthclub.co.uk) or. In addition, please 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/>



## CLOSING DATE FOR APPLICATIONS:

9am, Wednesday 27<sup>th</sup> October 2021

## INTERVIEW OVERVIEW:

1. Monday 1<sup>st</sup> November 2021 (evening)  
Young people panel & value-based interview, 45mins in the evening between 6:00 - 9:00 PM
2. Wednesday 3<sup>rd</sup> November (daytime)  
Panel interview



The strength of OnSide comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds, locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

# ONLINE YOUTH ZONES

## NETWORK VALUES



### YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

### EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



### RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



### AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

### COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

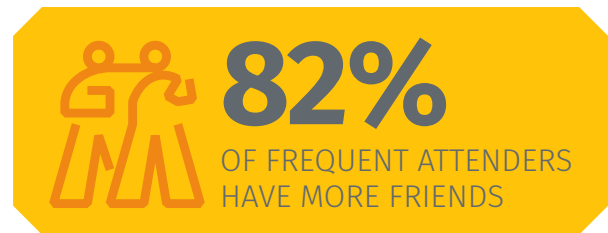


**OnSide**  
Here for young people

# PROVEN IMPACT



**GIVE YOUNG PEOPLE** A SAFE EXCITING PLACE TO GO TO HAVE FUN,  
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



**HELP YOUNG PEOPLE** LEAD HEALTHIER, HAPPIER LIVES

