



Folkestone Rainbow Centre

Job Description

Job Title: Volunteer Development and Events Officer

Contract: Part-time permanent.

Salary: Salary: £25,000 pro-rata

Hours: 21-hour week, (15hrs volunteer management and 6hrs events) occasionally, flexibility and some evening/weekend work may be required to support events.

Location: Rainbow Centre, 69 Sandgate Road, Folkestone, Kent CT20 2AF

Responsible to: the CEO

Specific requirements: The post holder is required to complete & hold a DBS check with satisfactory results and complete safeguarding training

Purpose

The Volunteer Development and Events Officer expected to:

- (i) Lead the whole recruitment process of new volunteers to meet the Rainbow Centre Services' needs
- (ii) Manage volunteers running the Rainbow Centre's annual events and arrange for volunteers to attend external fundraising and other promotion events organised by other organisations.

Main Responsibilities

- Lead and develop a strategy for supporting volunteering and managing volunteers across the organisation in line with the strategic direction of the Rainbow Centre.
- Recruit, conduct DBS checks, train, retain and support all service and events volunteers.
- Retain volunteers through supporting them and checking in on them, getting feedback, mounting training and volunteer appreciation events especially during the annual volunteers' week.
- Manage the volunteer database and ensure that it is up to date.
- Build relationships with the church community, volunteer organisations, local businesses, and colleges to ensure a steady stream of quality volunteers.
- Communicate regularly with volunteers through newsletters and social media to update them on Centre activities and organise celebratory events.
- Provide advice to staff and board on volunteering issues.
- Ensure the learning from any work is captured, communicated and used to improve practice.
- Ensure that FRC is up to date with good practices in volunteer management and develop strong links with key stakeholder groups in this field: The Association of Volunteer Managers, Volunteering Matters, NCVO, etc.
- Promoting the recruitment of volunteers to create a pool of trained ambassadors who can represent the organisation externally.

- Develop a team of FRC Volunteer Ambassadors equipped with resources and knowledge of the charity capable of representing FRC in schools, youth clubs, businesses, churches, etc.
- The ambassadors will also represent the FRC in external fundraising events mounted in aid of the FRC.
- Respond to requests for FRC presentations at local events organised by others, giving the necessary support and ensuring that they fit with the FRC ethos.

Knowledge, Experience, Skills and Abilities

- Good standard of education with excellent literacy and communication skills. (Essential)
- Ability to relate with and communicate effectively in writing and verbally with a wide range of people including individuals, voluntary community groups and local businesses, building relationships, as well as representing the organisation at event.
- Strong administration, organisation and IT skills, experienced with Mailchimp and databases with the ability to maintain a volunteer database, including extrapolating mailing lists, reports and statistics from these (Essential)
- Ability to provide information and guidance as appropriate, maintain clear records that others can use, and present information in electronic and paper formats.
- Practical experience in volunteering or supervising volunteers. (Essential) with recruitment and customer service experience. (Desirable)
- Understanding the key issues affecting volunteer management and a knowledge of befriending and mentoring schemes. (Desirable)
- The ability to work as a team member to meet volunteer requirements and support new and existing volunteers.
- Self-motivated and able to use initiative and work on a self-directed basis, yet be proactive and a team player.
- An interest in promoting fundraising events, using own initiative in drumming up support and attendance.
- Empathy and ability to work with vulnerable people from disadvantaged, marginalised, or socially excluded backgrounds.
- An understanding and empathy with the Christian ethos of the Rainbow Centre.