

## Person Specification

### 1. JOB TITLE: VOLUNTEER CO-ORDINATOR – RECRUITMENT AND SUPPORT

BAND: 5

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Fully trained in and with good skill levels in use of Microsoft Office, specifically Word (advanced), PowerPoint (advanced), and Excel (intermediate).</li> <li>• Medium level of numeracy (GCSE Grade B Mathematics or higher, or externally assessed)</li> <li>• Medium level of literacy (GCSE Grade B English or higher, or externally assessed)</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle</li> <li>• Project Management Qualification</li> <li>• Trained in use of and reporting from a CRM database</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of recruitment processes in the public sector</li> <li>• Experience in managing rotas and the supervision of team members</li> <li>• Experience of leading and supervising people</li> <li>• Experience in working and communicating with a range of staff groups from senior management to support staff</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of recruiting, interviewing and placing volunteers</li> <li>• Experience in managing and co-ordinating volunteers</li> <li>• Experience of engagement with community groups and organising events</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of sourcing and delivering training</li> <li>• Experience of promoting projects both internally and externally</li> <li>• Experience of dealing face to face with people from a range of different backgrounds</li> <li>• Experience of working in administration/office support</li> <li>• Ability to use the internet, appropriate databases and other research sources</li> <li>• Events management experience</li> <li>• Ability to extract and manipulate data for the purpose of reporting and audits</li> <li>• Planning and organisational skills</li> <li>• Team working</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of dealing with conflict/problem solving</li> <li>• Experience of fundraising</li> <li>• Financial management</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Generally technologically literate – able to use the internet, email, a PC desktop environment and manage document preparation</li> <li>• Knowledge of a range of administrative procedures</li> <li>• Knowledge / understanding of the voluntary and health sectors</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation Skills</li> <li>• Organisational Skills</li> <li>• Excellent communication skills</li> <li>• Knowledge of Trust policies such as confidentiality, infection control, health and safety</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to communicate with a variety of staff across the Trust and externally</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work unsupervised and on own initiative</li> </ul>

	<ul style="list-style-type: none"><li>• Understanding the need for confidentiality at all times</li><li>• Possess a high degree of emotional intelligence and exceptional interpersonal skills – a ‘people person’ able to show empathy and compassion</li><li>• Able to be assertive and give constructive feedback to support personal and professional development of self and others</li><li>• Be able to empathise with people’s stated needs and emotional drivers</li><li>• Honest and with a high degree of personal integrity</li><li>• Self-motivated and self-directing: able to prioritise own workload and work independently</li><li>• Self-aware: know gaps in your own knowledge and skills, and not be afraid to ask for assistance.</li><li>• Flexible and reliable, with the agility to manage multiple tasks and projects to tight deadlines</li><li>• Aptitude for organisational detail</li><li>• Confident telephone manner</li><li>• Ability to remain calm under pressure</li><li>• Good personal presentation</li><li>• Always keen and able to learn and improve</li><li>• Positive in outlook: always looking for the best outcomes from dealing with people and situations</li><li>• Able to work independently or as part of a team</li></ul>	<ul style="list-style-type: none"><li>• Ability to work flexibly including occasional evenings and weekends if required</li><li>• Strong team player</li><li>• Research skills</li></ul>
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<p><b>Physical/Mental Efforts</b></p>	<ul style="list-style-type: none"> <li>• Attention to detail as well as ensuring accurate record keeping</li> <li>• Ability to follow up on assigned tasks</li> <li>• Able to be task orientated but also see the bigger picture</li> <li>• Enthusiasm for meeting new people and developing strong working relationships</li> <li>• Capable of working under pressure to meet deadlines</li> <li>• Ability to perform manual handling duties e.g. setting up events and equipment as necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to demonstrate commitment and enthusiasm for the role</li> <li>• Ability to support and inspire volunteers and other team members</li> </ul>