

Person Specification

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

BAND: 5

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

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

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