



## **Job Description - Volunteer Coordinator**

Linlithgow Volunteer Exchange is a new pilot project being set up to deliver a one-stop-shop for volunteering. The aim is to increase the diversity, capacity and skills of the local volunteer base, with an ethos of inclusive participation. Linlithgow Community Development Trust (LCDT), set up in 2012, is a community anchor organisation, with a strong network of over 100 local community groups in and around Linlithgow. This project will be a valuable addition to LCDT's Community Hub opening shortly, which will continue to develop wide collaboration, community capacity and resilience across the voluntary sector locally.

<b>Role:</b>	Volunteer Coordinator
<b>Location:</b>	Homeworking initially, then at the Community Hub on the High St, Linlithgow (former library building)
<b>Contract:</b>	9 months fixed term
<b>Salary:</b>	£11 per hour
<b>Line Managed by:</b>	Chair, LCDT
<b>Working hours:</b>	15 hours – 3 to 4 hours per day each day
<b>Overall goal:</b>	This role will support Linlithgow Community Development Trust (LCDT) with creating and maintaining a Volunteer Exchange within the Linlithgow ward (to include outlying villages) to capture potential and current volunteers' interests and skills, to look after our volunteers ensuring a positive experience for all, as well as matching volunteers to the most appropriate opportunities.

### **Tasks:**

- Development of robust volunteer policies and procedures, building on existing best practice
- Liaising with other local community organisations to promote their volunteer vacancies and match volunteers
- Explore potential of a 'volunteer task force' building on the coronavirus response
- Act as a first point of contact for new/existing volunteers
- Create and maintain accurate records of our volunteers
- Identify appropriate volunteer training
- Develop and maintain consistent volunteer recognition both individual thanks as well as group celebrations/meet-ups
- Working with the Marketing Assistant to promote volunteering opportunities on social media
- Create a visible opportunities board at the hub and seek ways to disseminate these opportunities creatively for those not active on social media
- When working in the LCDT Hub, support volunteers and other staff to ensure a warm and welcoming experience and deliver high quality customer service
- Commit and adhere to LCDT's principles, policies and procedures
- Working to support the team of staff and trustees and covering for others as needed
- Provide cover for other members of staff as required
- Adhere to Covid safe protocols
- Shared keyholding responsibilities
- Any other reasonable duties within the scope of the role

### **Essential and Desirable Skills Required:**

- E - Experience managing volunteers in the public/voluntary sector
- E - Demonstrated understanding of the role of volunteering and community engagement
- E - Experience of working across different sectors and developing links with other agencies
- E - Excellent networking and presentation skills
- E - Excellent command of written and spoken English, great customer service and communication skills via email, phone and in person
- E - Empathy with volunteers, an understanding of their needs and the ability to deal with confidential information sensitively
- E - The capacity to inspire and motivate others
- E - Confident administrative and IT skills (Microsoft including Word, Excel, PowerPoint and databases)
- E - Hardworking and adaptable
- E - Confident and proactive team player
- E - Self-starter capable of working with minimal supervision
- D - Qualification in youth work / community development or equivalent
- D - Knowledge of the current volunteer policy priorities for local and national governments
- D - Knowledge of the voluntary sector in Scotland, and the key organisations that have a responsibility for volunteering

**Contact:** Please send your covering letter explaining how you match the requirements for this role along with your CV to [hello@trust-linlithgow.org.uk](mailto:hello@trust-linlithgow.org.uk).

**Closing Date:** 5pm, Monday 12<sup>th</sup> July

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