

**MALDON & DISTRICT COMMUNITY VOLUNTARY SERVICE**  
**Volunteer Support and Communications Officer**

**Job Description**

**JOB TITLE:** Volunteer Support and Communications Officer  
**RESPONSIBLE TO:** M&DCVS Director  
**HOURS:** 15 hours per week  
**SALARY:** £23,865 per annum, pro rata  
**BASE:** The Square, Holloway Road, Heybridge, CM9 4ER

**MAIN PURPOSE OF JOB:**

The Volunteer Support and Communications Officer will have operational responsibility for the administration of the Volunteer Centre database working with organisations to help create vibrant volunteer listings and to promote these through both digital and non-digital platforms. They will be available to offer advice to organisations and members of the public interested in volunteering and will advocate best practice using the Volunteer Essex code of practice.

The role will include developing social media and media content on volunteering and the experience of local volunteers, promoting opportunities, signposting to training and organising events.

The officer will also support the development of community based volunteering working with the Community Development officer.

**Key duties**

- Provide support to volunteer involving organisations to create opportunities to promote on the Volunteer Essex database, encourage them to self-administer opportunity listings but be available to quality check roles and offer advice.
- Promote new, reviewed and priority volunteering roles throughout the Maldon district to encourage people to volunteer including, but not limited to, monthly volunteering selections, volunteers newsletter, social media content, events and good news stories
- Actively seek out new volunteers and match their skills and interests to volunteering opportunities registered with the Volunteer Centre.
- Maintain accurate records on the Volunteer Centre's database of number of volunteering roles filled and volunteers placed.

- Work in partnership with statutory and voluntary sector agencies as well as community and faith groups, to develop local volunteering activities that meet the need of the community.
- Provide volunteers with individual support, encouragement and information
- Keep apprised of developments relating to good practice in volunteer management, and take a lead in promoting this good practice to volunteer-involving organisations.
- Develop and support volunteering within the MDCVS team.
- Support the projects and admin officer to undertake case studies and focus groups as appropriate

## 2. Adhere to M&DCVS policies and procedures and organisational quality standards

- Ensure that activities are accessible and conducted in a non-discriminatory way in accordance with M&DCVS's Equal Opportunities policy.
- Assist the Director to ensure that work is managed in accordance with the relevant health and safety, confidentiality and data protection policies
- Ensure the maintenance of confidentiality in respect of clients and all matters relating to the services of the Charity.
- Recommend ideas for improvement or development in order to deliver an enhanced service.

## 3. Undertake other reasonable duties as may be required

*Note:* This job description is subject to change (with reasonable notice) when appropriate and with prior consultation with the post holder.

## **Person Specification**

Candidates must explain and demonstrate in the application form how and why their previous experience, skills, abilities and knowledge meet the essential requirements of this post. Applications that fail to demonstrate this will not be considered.

		<b>Essential</b>	<b>Desirable</b>
1	Good communication skills including the ability to communicate by phone, face-to-face and in writing	✓	
2	Experience of writing copy for a range of audiences including press releases, developing posters and promotional materials, writing for the web and newsletters	✓	
3	Experience of working with volunteers and understanding of good practice in volunteer management	✓	
4	Proficiency in office information technology applications including Excel, Word, Outlook and cloud based systems	✓	
5	Experience of managing websites, particularly Wordpress and social media	✓	
6	Strong interpersonal skills and the ability to support and encourage others	✓	
7	Strong organisational skills	✓	
8	A flexible approach to work and ability to work on own initiative	✓	
9	A demonstrable commitment to constructive team and partnership working	✓	
10	Understanding of the importance of record keeping and monitoring and experience of writing reports		✓
11	Trustworthiness and respect for the organisation's need for confidentiality and an understanding of data protection principles	✓	
12	The capacity to attend occasional evening or weekend commitments		✓
13	Access to own transport available for work use	✓	
14	Demonstrate an ability and understanding of working within an equal opportunities framework	✓	
15	Understanding of the issues affecting voluntary groups.		✓
16	Flexibility to cover for other staff members in the event of sickness/holiday.		✓