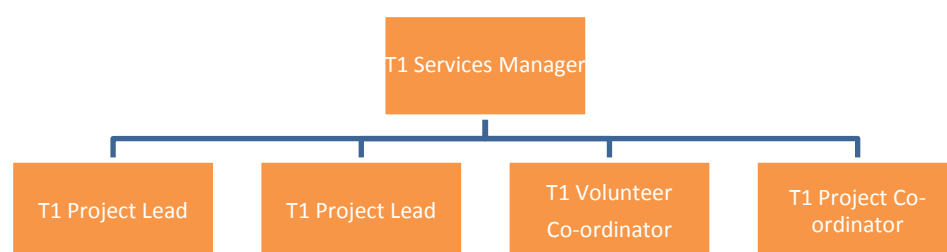


## Type 1 Volunteer Co-ordinator

<b>DIRECTORATE:</b>	Operations
<b>SECTION:</b>	T1 Services Team
<b>REPORTING TO:</b>	T1 Services Manager
<b>CONTRACT:</b>	Permanent, Full time



## WORKING RELATIONSHIPS:

<b>Inside Diabetes UK</b>
Events team, Volunteering Team, Type 1 Programme Team, Regional teams, IT, Finance, Information Governance, Marketing, Digital, healthcare professional engagement team, Research team
<b>Outside Diabetes UK</b>
Volunteers, event attendees/participants, suppliers and subcontractors

Under the Safeguarding Vulnerable Groups Act 2006, as amended in particular by the Protection of Freedoms Act 2012 this post is subject to pre-employment criminal records checks through the Disclosure and Barring Scheme (DBS), Disclosure Scotland, Access NI

## OVERALL PURPOSE OF THE JOB

Reporting to T1 Services Manager, the Volunteer Co-ordinator will work with the Type 1 Project Lead and support the Diabetes UK Type 1 Services team by being the first point of contact for all volunteers for the Type 1 services and event programme. This requires the post holder to deliver an excellent level of customer service to all event volunteers via both email and phone, processing of expenses, managing applications, processing sensitive data, referencing, database management and travel and accommodation bookings.

Type 1 events depend entirely on volunteers in order to run safely and successfully. This role will be instrumental in delivering the Diabetes UK Volunteer Journey, ensuring all elements are adhered to with a view to forming warm, open and professional relationships with volunteers.

## **MAIN DUTIES AND RESPONSIBILITIES:**

- Be the first point of contact for all volunteers and manage general volunteering queries.
- Build strong relationships with our volunteers and champion volunteering best practice.
- Drive the implementation of the marketing plan to recruit new volunteers including attending, where possible, HCP volunteer recruitment events such as conferences.
- Review applications from potential volunteers, making recommendations to the team, and invite them to a recruitment day if they meet the criteria in conjunction the Type 1 Project Lead. This will involve working with the Clinical Lead who supports T1 Events and who oversees the clinical framework for volunteer HCPs.
- Arrange, coordinate and attend recruitment days for new volunteers, conducting Value Based Interviews and required.
- Oversee that volunteers have valid references by sending out reference requests and reviewing and processing returned references. Be responsible for ID verification.
- Oversee volunteers have a valid criminal record check in place by initiating the process for volunteers in England and Wales and prompting and liaising with the Scotland and N.I. office for volunteers in those countries.
- Keep all volunteer records up to date on Aventri, and any other systems, as required.
- Attend Type 1 events as required.
- Advise on the information required for volunteers to volunteer effectively and keep up-to-date all volunteer-related information on the website.
- Ensure all volunteers go through the agreed 'volunteer journey' including the sending out of all agreed communications.
- Review and improve the volunteer journey as required working alongside the central volunteer team.
- Book travel for volunteers attending our events, if requested
- Monitor the completion of online training by volunteers and work with the Activity Leader if any volunteer has not completed it.
- Arrange, coordinate and attend the annual volunteer 'thank you and review' event.
- Be aware of issues around the safeguarding of children and adults at risk, and follow guidelines at all times.
- Following any event/activity, log and report on compliance related issues so reports can be produced and analysed by the T1 Services Manager.
- Support the effective promotion of Type 1 Services to staff, prospective and existing volunteers, and the general public.
- Be a team player and provide support to other members of the team as required.

## PERSON SPECIFICATION:

The best person for this job will be able to:

- Manage a very busy workload with many competing deadlines while remaining calm, focussed and in control.
- Manage any conflict with volunteers or diffuse situations that may arise. This will involve having difficult conversations.
- Think ahead for recruiting new volunteers and developing the volunteer team.
- Provide an excellent level of customer service to event volunteers in line with the Diabetes UK Volunteer Journey
- Demonstrate excellent written and oral communication skills with the ability to interact effectively with a wide range of people
- Build friendly, respectful and effective relationships with event volunteers on behalf of Diabetes UK

The best person for this job will have experience in:

- Engaging with volunteers
- Having difficult conversations for volunteers
- General administration
- Customer service
- Managing multiple deadlines
- Streamlining processes to improve performance and efficiency

The best person for this job will be:

- A recent graduate, or have relevant work experience
- Ability to communicate and engage with a diverse group of individuals e.g. HCPs, Volunteers, PL of effected by diabetes
- Managing conflict and having difficult conversations producing effective outcomes.
- Highly motivated, solution focussed and resilient
- Highly organised and efficient with strong organisational skills and excellent attention to detail
- Fully competent in Microsoft Office, including Word, Excel and PowerPoint
- Available for occasional out of hours and weekend working (5-10 weekends per year max)