Role Profile

Job Title: Volunteering Co-ordinator
Salary/Banding: 2
Role Holder:
Department: Volunteering
Location: Lilleshall
Reporting to: Volunteering Support & Development Manager

Role Summary:

The overall purpose of this role is to support the Volunteering Support & Development Manager (VS&DM) to achieve British Gymnastics (BG) strategic objectives in relation to the development of the Volunteer Workforce (VWF) within the sport, and to co-ordinate the delivery of the My Leadership Academy programme.

Main Areas of Responsibility:

1. To co-ordinate delivery of the My Leadership Development Programme

   Typical Activities:
   - Being the first point of contact for all questions and queries in relation to the My Leadership Academy programme
   - To review, input to and subsequently implement agreed changes and enhancements to the programme in conjunction with the relevant stakeholders in terms of content and administration
   - As required, meet with external partners and stakeholders to represent the interests of volunteering at BG or to gain knowledge and insight that will aid programme and resource development
   - As required, attending and helping to deliver workshops at CPD events, conferences etc.
   - Working with colleagues in Marketing & Communications to develop effective channels for communicating with the target audience using appropriate mediums, messaging and positioning
   - Working with the Insight team and external focus groups for feedback and insight in relation to programmes and activities
   - Keeping the organisation up-to-date with comparable programmes through analysis of comparable programmes (e.g. provider and NGB based programmes).

   Success Measures:
   - Evidence of effective communications and relationship building with colleagues, stakeholders, volunteers and their supervisors
   - Refreshed programme administration, resources and content elements
   - CPD and programme day delivery and feedback
   - Programme take up, growth and development
   - Feedback from line manager, colleagues, volunteers, stakeholders and the wider gymnastics community.

2. Develop systems, processes and products associated with volunteering and contribute towards/co-ordinate their delivery.

   Typical Activities:
   - Co-ordinating relevant meetings for a cross-sectional Volunteering User Group (VUG) as required; attending the meetings and ensuring priorities/actions are progressed, taking responsibility for own actions
   - Working with colleagues in IT to develop and refine systems to track and monitor volunteer progression i.e. CRM, GymNet etc.
In line with a pre-determined review plan, co-ordinating working groups and meetings to review and support the development of volunteering and leadership programmes and activities across the Volunteer Tube Map

Working with colleagues in Events to recruit, support and deploy Event Volunteers to support the delivery of the BG Event programme

Supporting the VS & DM and wider team with day-to-day administration and reporting, as required.

**Success Measures:**
- Timely and accurate co-ordination of relevant meetings and outcomes
- Evidence of effective contribution towards system and process developments
- Delivery of event volunteers as identified by the Events team within reasonable delivery limits
- Timely and accurate processing and maintenance of routine administration, records etc.
- Feedback from line manager and stakeholders.

### 3. Co-ordinate designated projects and/or events, as required.

**Typical Activities:**
- Programme and co-ordinate volunteer and My Leadership related events, courses and modules (e.g. Intro To Courses, Captain’s Training)
- Working with cross-department colleagues to pilot new programmes and activities; monitoring, co-ordinating feedback and inputting to recommendations for amendments prior to final sign-off and launch
- Supporting the launch, roll-out and implementation of new programmes and activities; tracking and reporting on their outcomes
- Working with colleagues from across the business to support volunteer recruitment, deployment, tracking and development e.g. event volunteers – this will include support to the delivery of identified events on a co-ordinator basis

**Success Measures:**
- Number and value of recommendations for the development of programmes and activities
- Effective and timely co-ordination, support and monitoring of pilots and launches
- Effective contribution to the development of volunteer recruitment, deployment and development plans
- Effective and timely co-ordination of nominated CPD and Events
- Feedback from line manager, colleagues, stakeholders and volunteers.

### 4. Safeguarding Responsibilities.

**Risk Management/Safeguarding/Data Protection/Equality**
- The role holder will be responsible for highlighting any perceived risks to the VS & DM Manager
- The role holder will be responsible for reporting any safeguarding concerns, accidents & near misses to the Line Manager
- The role holder will comply with good practice in relation to data protection, maintaining the highest standards of confidentiality when dealing with sensitive personal or business information
- The role holder will consider equality implications in all aspects of their work

**Generic**
- The role holder has a responsibility to ensure they comply with BG policy in relation to safeguarding, health & safety, data protection and equality.

## Role Requirements:

### 1. Knowledge, Skills and Expertise

This role requires the holder to demonstrate a detailed understanding of the current volunteering agenda, the organisations strategic priorities in relation to volunteering and have a good understanding of gymnastics disciplines, structures, delivery partners, events (format and structure), programmes, activities etc.

To be effective the role holder will be required to demonstrate a broad range of skills including:
- Project co-ordination, supporting the implementation of programmes and initiatives
- Communication skills for listening, engaging, relationship building, attending meetings and the delivery of presentations and reports to a diverse audience of decision makers (e.g. external bodies, NGB’s and funding partners)
- Strong Interpersonal skills and enthusiasm for influencing, negotiating and enthusing others (e.g. Volunteer Groups, Regional and National Committees)
Excellent administration skills for organising/co-ordinating events, building, forecasting and monitoring agreed budgets, processing financials, collating data, producing reports

2. People
This role does not require the holder to formally or informally manage staff. They will engage with a broad and diverse range of volunteers and volunteer supervisors/clubs, and to be effective the role holder requires a sense of teamwork, responsibility and ownership towards achievement of the volunteering strategic aims and objectives – individually and through a small team of colleagues. The role holder will also be able to demonstrate excellent influencing skills across a wide range of stakeholders.

3. Shaping Direction
This role requires the holder to support the development of a range of systems, processes, resources, programmes and initiatives aimed at attracting, deploying, training and retaining volunteers.

The role holder will be required to co-ordinate and assist planning of:

- Their own work programme in line with the priorities of the programme within a frame of reference
- Co-ordinate the delivery of programme elements, reviewing both new and existing programmes to gain feedback and ascertain fitness for purpose, inputting to recommendations on the way forward
- Volunteer related elements of identified and designated events within the BG Event programme
- Recruitment and retention programmes to meet the needs of BG departments or external partners in relation to their volunteer requirements.

To be effective in the role the holder will need a good understanding of the ethical and corporate agenda for volunteering, the value of volunteering to the organisation and the sport and the motivations and aspirations of volunteers.

4. Developing Solutions
This role requires the holder to work in conjunction with the VS & DM to co-ordinate and deliver work programmes to achieve priorities; to research new and innovative ways of engaging with and developing volunteers; to develop new programmes, resources and initiatives to support the use of volunteers; to trial and build momentum for new initiatives;

The role holder will work with a degree of autonomy across a range of areas, relating to new project and programme developments. The role holder will be required to work some evenings and weekends to facilitate/support volunteer CPD and events, and to deliver updates to a wide range of audiences.

5. Decision Making
The role holder will input to, and help make recommendations in relation to departmental plan and their own work programmes, the volunteering strategy and current/relevant projects. It is anticipated that relevant decisions and recommendations will be made in conjunction with the VS & D manager.

6. Communicating
This role requires the holder to understand volunteering; to inform and obtain information from colleagues, partner organisations and volunteers and establish effective and meaningful relationships with a range of stakeholders. It also requires them to present a professional, credible image to internal stakeholders and external partners and bodies.

Communication will include: contributing at/ attending a range of meetings/working groups/events; co-ordinating feedback, collating data and writing reports; networking and influencing/engaging with partners and championing volunteers and volunteering programmes and resources, adapting content and style to a wide range of audiences.