

Job Description: Civic Engagement and Volunteering Co-ordinator

Salary: £25,312 (£20,105.60 Pro Rata) *pay award pending*

Responsible to: Social and Civic Engagement Manager

Responsible for: Student staff and other potential staff posts as required

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. Purpose of Post:

To support the development and delivery of a programme of volunteering opportunities in partnership with local charities and community organisations, enhancing the student experience, increasing student engagement, and fostering a strong sense of belonging within the student community.

2. Main Duties and Responsibilities

Delivering Charities Engagement Opportunities

- Work alongside the Social and Civic Engagement Manager to develop our volunteering offer, through delivering a variety of quality opportunities.
- Offer volunteer management support to students that volunteer through our services in internal and external roles.
- Plan and deliver a range of volunteering events to engage students in our service, including fairs and campaigns throughout the year.
- Assist with all relevant administration including, facilitating a brokerage system, reviewing paperwork, risk assessments, budgets, and appropriate functions.
- Manage any staff under your responsibility in a consistent, fair, and professional manner, ensuring that they adhere to the SU's policies and procedures and uphold the culture and values of the organisation.
- Manage requests and queries from a variety of groups and individuals, ensuring outstanding customer service and student support.

Supporting Department Activity and Strategy

- Use a variety of software systems to monitor and manage student engagement, whilst contributing to the development of new processes and systems to enhance this area.
- Work with the Social and Civic Engagement Manager to continuously improve the service delivery of your area of responsibility and ensure that your offer remains relevant to students.
- Support the delivery of the Union's strategy within the Communities team, with an overview of targets and KPIs within your area of activity.
- Ensure relevant promotional tools are up to date and used effectively, working collaboratively with internal marketing staff. Including website pages, social media, and newsletters.
- Proactively support the delivery of cross-Union activities, such as Elections and Welcome Week.

Creating and maintaining partnerships within the local community

- Identify and engage external stakeholders in the region and create/develop new partnerships for the purposes of civic engagement and volunteering.
- Work in partnership with the University and collaborate with appropriate external stakeholders to raise the Students' Union's profile within the city and region.
- Ensure service level agreements are in place, reviewed and adhered to, ensuring opportunities offered are of an appropriate quality.
- Be an advocate for the Students' Union and take a pro-active role in representing the Students' Union at relevant meetings and committees.
- Advise where appropriate elected Officers and student representatives in the planning and implementation of events.

PERSON SPECIFICATION

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Requirements		Essential (E) Desirable (D)	Assessed by Application (A), Task (T), Interview (I)
1	Qualifications/Training		
1.1	Good general level of education, typically to degree level or equivalent relevant experience.	D	A
2	Experience		
2.1	Experience of community engagement and/or volunteer management	E	A/I
2.2	Proven experience of building successful partnerships with internal and external stakeholders including charities and community organisations	E	I
2.3	Experience of devising, planning, risk assessing and delivering events, activities and projects that demonstrate successful outcomes.	E	A/I
2.4	Previous experience of working with students, student leaders.	D	A
2.5	Proven experience of monitoring, evaluating, and reporting the impact of services and activities	D	I
2.6	Demonstrable experience of engaging with customers to deliver of an outstanding level of service.	D	A/I
3	Knowledge		
3.1	A good understanding of Higher Education	D	I
3.2	Ability to manage volunteers and student staff effectively, creating an environment where they are motivated and supported to achieve their goals.	E	I
4	Skills & Attributes		
4.1	Ability to manage own performance effectively in order achieve organisational objectives and targets under pressure and to tight deadlines.	E	I
4.2	Effective communication skills, both written and verbal, report writing skills, experience of delivering presentations and communicating with people at all levels	E	A/I
4.3	Self-motivated, and enthusiastic with the ability to use own initiative and be forward thinking and innovative.	E	I
4.4	Ability to develop creative approaches to problem solving	E	I