



Our Mission

To make a great quality of life possible for all vulnerable animals.

Our Vision

A world where all people protect animals and value nature.

JOB DESCRIPTION

Job Title: Volunteer Co-ordinator

Salary: £11.44 per hour **Hours:** 15 hours per week **Contract type:** Permanent

Location: Freshfields Animal Rescue, Liverpool, L29 3EA. Some hybrid working and flexibility with days and hours may be made available dependant upon experience and effectiveness in the post.

Reports to: Director

Job Purpose: To deliver a Volunteer Programme of exceptional quality for the volunteers of Freshfields Animal Rescue, who make animal rescue possible, regardless of the role.

This is a fantastic new opportunity for fulfilling employment contributing to the success of our established, influential and respected animal rescue charity. In this post you will benefit from working daily with proactive, positive passionate volunteers who know that they make a difference. Together, we are able transform the lives of vulnerable animals.

Main responsibilities

To engage and support the retention of potential and existing volunteers across all of Freshfields rescues, shops and community engagement activities across Merseyside and North Wales. You will:

- Ensure the Volunteer Policy and Processes are understood and followed.
- Ensure the established Volunteer Programme is fully implemented at all sites.
- Directly recruit and support managers volunteer recruitment efforts.
- Induct new volunteers to the charity.
- Complete volunteer paperwork and input volunteer data.
- Maintain positive two communications with all volunteers
- Coordinate volunteer help with unexpected tasks or activities.
- Coordinate group volunteer days at the rescue centres.
- Produce reports for the Director any relevant funders.
- Organise volunteer recognition activities with section managers.
- Handle requests for volunteer placements.
- Develop effective volunteer recruitment networks.

- Produce promotional content to celebrate and inspire our broad range of volunteers.
- Handle any volunteer issues requested by their section point of contact.
- Be a source of support for all volunteers, ensuring that they are, and feel, genuinely appreciated.
- Other duties as may be required for the successful delivery of the purpose of the post.

Person Specification

We are seeking a warm, organised and driven 'people person' who finds great joy in connecting with people who share your passion for helping vulnerable animals, and is able to effectively inspire others to join our vital rescue team of volunteers

Experience

- Two years successful volunteer recruitment and coordination is strongly desired.
- One years experience of face to face engagement of community groups is strongly desired.

Skills and knowledge

- Exceptional communication skills in person, by phone, email, and a range of promotional media.
- Knowledge of General Data Protection Regulations and how to implement it in practice
- Able to use Microsoft Office Powerpoint, Excel and Word
- Strong administration skills with willingness to use a database.
- Able to gather data and produce evaluation reports.
- Able to manage your own workload to maximise your effectiveness and efficiency.
- Have a clean driving licence and consistent use of a car.

Personal attributes

- Enthusiastic, positive and kind.
- A good listener.
- A can-do problem solver with lots of drive and initiative.
- Strong ability to effectively engage people of all ages and backgrounds
- Fully confident with asking for volunteers for help and delegating tasks.
- Fully confident to handle volunteer issues.
- Common sense, professional with good personal judgement.
- Able to follow processes
- Strong organisation skills and attention to detail when required.
- Enthusiasm for attending community venues to engage with potential volunteers.
- Flexibility to occasionally undertake work outside of usual working hours in line with the needs of the role, e.g. evenings/ weekends.
- Able to be a consistent positive ambassador for the rescue team at all times.
- Willing to undergo a Disclosure and Barring Service Check.
- Able to fully comply with all Freshfields Policies and Processes.