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| **Job Title** | **Volunteering & Sustainability Co-ordinator** |
| **Department** | **Community** |
| **Location** | **Student Centre, Talbot Campus but the post holder will be expected to attend other locations as necessary** |
| **Normal working hours** | **37 hours per week, term time only (30-35 weeks per year by negotiation) Some flexibility will be required in order to ensure that key time scales and deadlines are met. In addition, there will be occasional weekend working, approximately 2 weekends per term.** |
| **Salary** | **£19,202 Grade 3.11** |
| **Accountable to** | **Community Partnerships Manager** |

**Purpose Statement:**

To co-ordinate, support and shape the development and provision of volunteering and sustainability projects/campaigns of the Union, in order to maximise student participation in community action/volunteering and sustainability campaigns.

**General attainment:**

Degree or equivalent (work related experience is equally valued alongside qualifications.

**Time required in job to reach effective performance:**

6 months

# Skills & Knowledge

* Knowledge of environmental and sustainability best practices
* Knowledge of NUS Green Impact
* Excellent organisational skills
* Interpersonal skills with a wide variety of people
* Excellent communication skills (both verbal & written)
* Training, planning and development skills
* Computer skills in Microsoft Office, CRM systems & social media
* Knowledge of health and safety
* Understanding of working in a democratic organisation
* Managing relationships both inside and outside the organisation
* Proven time management and prioritisation skills
* Proactive problem solver who acts on own initiative
* Ability to manage a budget
* Understanding and ability to apply marketing techniques within activities

## KEY PROCESSES

**(The % indicates the notional amount of time devoted to each of the processes within the job)**

# Communicating with others 30%

* Using a range of interpersonal skills to communicate with students, staff and external stakeholders from a variety of backgrounds.
* Fully utilising social media to increase volunteering and sustainability engagement.
* Establishing needs of students through effectively seeking feedback.
* Delivering appropriate training as necessary
* Establishing and working in co-operation with a network of internal and external contacts
* Training and empowering student leaders within Community Volunteering and the Sustainability Action Hub

# Planning, organising & developing ideas for improvement 25%

* Planning the annual cycle of community volunteering activities and sustainability campaigns/events
* Prioritise work and co-ordinate a varied workload effectively.
* Oversee appropriate systems for the smooth running of the Community Team
* Identifying opportunities for future campaigns and events
* Organising information and maintaining up-to-date records.
* Developing new initiatives to better meet the needs of students.
* Fostering a culture of creativity and innovation

# Reviewing & Evaluating 15%

* Monitoring and improving all current systems.
* Monitoring and reviewing budgets.
* Working with students in the community team to review and evaluate their effectiveness.
* Monitoring and reviewing new initiatives regularly.
* Monitoring, reviewing and reporting on any projects with accountability to any external partners or funders.
* Gaining feedback to improve service delivery

# Working with people 30%

* Establishing a working relationship with students, staff and external organisations.
* Dealing with problems & enquiries.
* Discussing concerns & improvements with line managers and elected officers.
* Organising & servicing meetings where appropriate.
* Participating in team meetings.
* Delivering a high quality customer service experience
* Developing relationships with volunteer student leaders and student volunteers

**Person Specification**

**Criteria Essential/Desirable**

# Experience

* Experience of co-ordinating a department D
* Experience of office administration D
* Experience of working with a wide range of both internal and external contacts. E
* Experience of applying health and safety procedures E
* Experience of helping people ‘realise their potential’ E
* Experience of planning and delivering campaigns E
* Experience of budget management E
* Experience of managing a range of projects E

# Skills and Knowledge

* Knowledge and skills in IT, Microsoft Office & social media E
* Knowledge and experience using a database system D
* Proven ability to write and deliver training D
* Ability to co-ordinate a varied workload E
* Knowledge of students’ unions and their activities D
* Proven ability at helping others to achieve objectives E
* Understanding the role of staff in a democratic organisation D
* Ability to carry out risk assessments E
* Driving licence and willing to take a minibus test D

# Personal Attributes

* Full commitment to equal opportunities E
* Ability to relate to and work with a diverse range of people E
* Commitment to excellent customer service E
* A self-starter who works on their own initiative E
* Ability to work effectively as part of a team E
* An empathy with students and students’ unions D
* Attention to detail E
* Approachable, good humoured and confident D
* Flexible approach D
* Ability to work in a busy, sometimes hectic environment D

**Dimensions/parameters**

* Monitoring of £12,000 budget
* Responsible for promoting Volunteering and Sustainability activities to over 17,000 students
* Responsible for progressing SUBUs sustainability work by maintaining relationships with local and national networks
* Responsible for organising and planning of all student volunteering and sustainability opportunities including student Led Projects.
* Responsible for overseeing risk assessment and student safety.