

Northumberland County Council

JOB DESCRIPTION

Post Title: Volunteer Network Coordinator		Service: Human Resources		Office Use JE Ref: 3562
Band: 7		Workplace: County Hall, Morpeth		
Responsible to: HR Manager (Workforce)		Date: July 2019	Manager Level:	
Job Purpose: To act as a coordinator to establish a volunteer network in line with Strategic objectives; to have a central volunteer function within NCC. To develop, promote , embed and sustain volunteers within NCC in line with national and local priorities. To identify local strategic volunteer priorities through audit and service evaluation and developing ways to respond the priorities. To promote best practice and innovation with regard to the volunteers at NCC.				
Resources	Staff	None		
	Finance	The post has budgetary responsibilities for the volunteer network budget and will be authorised signatory. Responsible for positive promotion. Will deal with invoices and petty cash in regards to volunteering budget.		
	Physical	Responsible for personal care and care of equipment and resources in regards to Health & wellbeing. Standard keyboard skills. Ability to travel as the role is carried out on a county wide organisational basis. Use of sensitive data in regards to understanding strategic needs of organisation and maintaining governance of the network.		
	Clients	Ensure compliance with relevant legislation, developing and ensuring that council policies and procedures reflect legislation and best practice. As and when required contact with employee groups and external partners in relation to service need or development e.g. focus group, roadshows.		
Duties and key result areas:				
<div>1. Delivers a comprehensive range of volunteer services and action plan, to provide advice and support to managers and employees to ensure that the Council adheres to best practice and current legislation.</div> <div>2. Acts as a first point of contact in providing volunteer advice and guidance to managers and employees in regards volunteer network initiatives, roadshows, projects.</div> <div>3. Communicates sensitive and complex information to managers and employees staff covering a range of health & wellbeing issues .</div> <div>4. To plan and organise a programme of volunteer network promotional topics throughout the organisation.</div> <div>5. To plan and prepare reports relating to volunteer network via specified reporting mechanisms e.g. Workforce Committee, CLT</div> <div>6. Contribute to the strategic planning of volunteer network</div> <div>7. Identify gaps in service provisions through needs</div> <div>8. Required to explain, persuade, influence, negotiate and use empathy and tact whilst dealing with managers, employees, trade union representatives and external partners.</div> <div>9. Supports the organisation in effective governance in managing key stakeholders for volunteers through the organisation.</div> <div>10. Analyse complex information and identify barriers that may prevent implementation of volunteer network.</div> <div>11. High level project planning skills utilising complex information gathered from a variety of sources.</div> <div>12. Design and carry out audit against predetermined Key Performance Indicators relevant to service provision and evaluate service development against agreed KPIs.</div> <div>13. Develop and monitor working action plan in line with strategic aims.</div> <div>14. Coordinates activities which include multidisciplinary meetings, recruitment of volunteers, roadshows etc.</div> <div>15. Attends meetings in a prescribed timeframe to ensure the achievement of council performance measures both internally and externally.</div> <div>16. Propose changes to existing policies to enhance service development and delivery.</div> <div>17. Ability to use judgement to determine best approach or risks that may be associated with any aspect of volunteer network provision.</div> <div>18. Design a communication strategy with relevant services to promote volunteer network</div>				

19. Understands and advises on relevant legal and ethical frameworks, terms and conditions of service and Council policies and procedures.
20. Supports the implementation of the Council's HR Strategy/Workstreams and leads on designated projects/specialist areas as directed by HR line managers.
21. Devises and delivers training and development programmes to support policy implementation with the aim of assisting managers in their role of managing staff effectively.
22. Prepares management information to support the volunteer network.
23. Undertakes surveys and audits necessary to own work and specific audit projects to improve area of service.
24. Deliver both formal (teaching in a classroom to groups of staff) and informal training (usually 1:1 in the workplace or smaller groups such as managers meetings) in regards to volunteer network.
25. To promote concepts of equality of opportunity and management of diversity, ensuring that practices are transparent and non-discriminatory.
26. Develop and maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures
27. Provide support and advice to relevant officers across the Council in developing and implementing effective development programmes and supporting managers to embrace an ethos of developing people.
28. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of strategic organisational development interventions within deadlines
29. Actively promote and represent the interests of the County Council in relation to service activities and policies at local, regional and national level, as appropriate.
30. Attend and contribute to relevant committees, meetings, seminars and participate in task groups as required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Sedentary office work with occasional need to stand, walk and lift.
Transport requirements:	Will involve travel to venues, area offices or training venues throughout the County and further afield on occasion.
Working patterns:	Normal office hours. Possible attendance at evening meetings.
Working conditions:	Mainly indoors

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PERSON SPECIFICATION

Post Title: Volunteer Network Coordinator	Service: Human Resources	Ref: 3562
Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree level qualification in a discipline related to the post e.g HR, project management. Knowledge in project management and promotional activities to diploma level or equivalent through training and experience Knowledge about legislation related to recruitment	Specialist training such as Prince2 or Health promotion.	A/I/R
Experience		
A sound working knowledge of a project management Previous experience of working within a HR/recruitment environment. Experience of a multidisciplinary team Experience of audit. Experience of chairing meetings and meeting coordination.	Knowledge/experience of working within a public sector/public health environment. Prior experience in health promotion and communication Teaching experience	A/I/R/ T/P
Skills and competencies		
Proficient with in depth knowledge of a range of relevant IT packages. Ability to interpret and translate detailed legislative information. Ability to judge and analyse appropriate courses of action when advising managers and staff. Ability to plan, prioritise and organise workload to meet conflicting and competing service needs. Demonstrate interpersonal skills with an ability to communicate, negotiate and influence a range of staff and management at all levels within the council with the ability to establish links with external organisations both verbally and written using the most appropriate mechanism for the achievement of required outcomes. Presentation skills and techniques and ability to facilitate large and small groups. Ability to work on own initiative whilst working to tight deadlines. Is an effective advocate for volunteer network and organisation both internally and externally. Maintains a professional demeanour in stressful and difficult situations.	Identifying important key stakeholders and encouraging collaborative working	I/R/T
Physical, mental, emotional and environmental demands		
Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Pragmatic approach to deal with difficult and emotional situations. Tenacity and resilience.		I/R/Q
Motivation		
Commitment to the values of the HR function and to professional development of self and others. Self Awareness Tact and diplomacy Personally receptive to change and effective as a change agent. Enjoy working as part of a team and take actions to promote positive team working. Committed to personal and professional development. Ability to work under pressure and to tight deadlines		I/R/Q

Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated		
Other		
Able to meet the transport requirements of the post		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (presentation, (o) others e.g. case studies/visits