

Inverness Badenoch and Strathspey Citizens Advice Bureau



Volunteer Recruitment Officer

SUMMARY

Job Title:	Volunteer Recruitment Officer
Location:	Inverness
Reporting to:	Training & Development Manager
Salary:	£22,640 pro rata
Hours:	21 hours per week
Closing Date:	Monday 4th September at 12 Noon
Interview Date:	Tuesday 12 th September

Role Context and Purpose

At Inverness, Badenoch & Strathspey CAB, we are a friendly team of over 70 employees and volunteers delivering a busy advice service to the public. We strive to deliver good quality advice that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice to our clients so that they can make informed decisions and feel empowered to improve their personal circumstances.

The new role of Volunteer Recruitment Officer provides an opportunity for an individual to support and strengthen our work as an organisation who actively involves volunteers. The post-holder will work closely with operational teams to ensure that the organisation manages the volunteer resource effectively and that volunteers have a good volunteering experience. The post-holder will undertake activity and attend appropriate events to recruit volunteers, implement and maintain processes for supporting our volunteers, deliver induction training and support operational staff in managing our team of volunteers.

Job Description

Key Duties:

- Source and recruit volunteers through various techniques (social media, presentations to groups, attending events etc.) and proactively encourage applications from a diverse range of people
- Organise production of marketing materials to advertise volunteering opportunities
- Assist with evaluating applications, meeting volunteers and conducting interviews
- Arrange recruitment paperwork (references, Basic Disclosure checks), induction and initial training
- Develop good working relationships with volunteers and offering support to help them work effectively.

- Keep detailed records of volunteers' information and assignments. Keeping all records up to date, confidential and in line with data protection legislation
- Produce management information on volunteers for bureau management and the Board of Trustees
- Produce monthly volunteer rota showing availability of volunteers
- Disseminate information to volunteers through emails, Microsoft Teams etc.
- Arrange annual reviews between volunteers and managers and recording individual training activities
- Arrange reimbursements of expenses and updating relevant records
- Assist in the development of policies and procedures to achieve the standards set out in the "Investing in Volunteers" framework
- Attend volunteer events and meetings (e.g. HTSI Volunteer meeting)
- Organise volunteer events including participation in the annual Volunteer Week activities.
- Provide general support to the Deputy Manager and Training & Development Team

Person Specification

Essential Criteria:

- Good communications skills both oral and written and experience of delivering presentations
- Confidence to enthusiastically promote volunteer opportunities and represent IBS CAB at events and meetings
- Administrative experience including competent in the use of Microsoft Office (Word, Excel and Teams)
- Understanding of recruitment and HR activities
- Good organisational skills and ability to prioritise work and meet deadlines
- Good attention to detail to ensure information presented is accurate
- Good interpersonal skills with ability to develop positive relationships with a broad range of people and work with others in the bureau
- Flexible approach and willingness to help other teams during periods of peak demand
- Willingness to learn and develop skills and knowledge
- Committed to the aims and principles of the CAB

Desirable Criteria

- Experience of using social media (Facebook, twitter etc) to promote activities/events/recruitment
- Experience of either working or volunteering in 3rd sector/voluntary sector

Please Note:

The above list is not exhaustive and the successful candidate(s) will be required to carry out any other tasks that may be within the scope of the post(s) to ensure the effective delivery and development of services.