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**Role Description: Volunteer Liaison Officer**

**Responsible to:** Operations Manager

**Weekly Hours:** 21 hours (3days)

**Annual Salary:** £23,000 – £25,000 pro rata, plus 5% pension contribution

**Main Location:** Croydon Vision (CV) Central Office, West Croydon  
**Contract Type:** 1 year with possible extension

**Background & Context:**    
Everything we do is laser focused on transforming lives, from dependence to independence. We do this through our 3 strands: Purpose, People & Performance.   
  
We are all about personal development and keen to recruit the right people to join our team, someone with a passion to transform lives, growing themselves and others from good to great. We’ve defined our culture and looking to embed our model, heart of a Charity, mindset of a Business.   
  
**Purpose of the Role:**Co-producing is an important pillar at Croydon Vision, and the **Volunteer Liaison Officer** willwork alongside the team to deliver our three volunteering strands: Classic Volunteering, Skill Up and Route to Employment**,** laser focused increating a   
**Movement to Empower** roadmap.

**Objectives:**

* To promote **best practice** in volunteering by recruiting and retaininga wide range of Volunteers, offering a variety of flexible opportunities.
* To support the Employment Officer to improve inclusion of people with sight loss in the labour market through volunteering.
* Driving **marketing and communications**, including celebrating volunteering on a local and national level.
* Empower people with sight loss to look after their wellbeing through volunteering – creating a ‘Giving back’ culture.
* Strengthen our vision of a **movement to empower** volunteers, creating a pathway of personal growth and development.

**Specific Duties & Responsibilities:**

**Volunteering Services**

* Responsible for the recruitment, induction, and administrative functions
* Generate volunteer opportunities and role descriptions based on the needs
* Promoting flexible models of volunteering to both organisations and individuals, all underpinned by equality, diversity, inclusion, and best practice.
* Maintaining an up-to-date awareness of issues affecting volunteers, local community organisations aligning with Corporate Social Responsibility.
* Promoting volunteering in Croydon as an activity that offers new skills and personal development, builds self-confidence and combats isolation

**Our Voice – Newsletter & Audio**

* Publishing monthly e-mail bulletin to Volunteers, sharing relevant updates
* Providing impact reporting such as social value and data insights for reporting; as well as case studies, and to leverage future growth.
* Lead in coordinating the quarterly newsletter (Our Voice), providing impactful content, and celebrating volunteers.
* Oversee printing and distribution of the newsletter, together with volunteers.
* To oversee the production and distribution of the weekly Talking News.
* To provide regular content for social media platforms.
* Organise co-producing meetings (quarterly) with volunteers then share feedback with actioning key points for learnings.

**Community Partnerships**

* Working and collaborating with local schools and colleges, businesses, local voluntary organisation, creating partnerships and sharing knowledge.
* Supporting voluntary, public, and private sector agencies to identify and develop roles and opportunities for volunteers
* Organising and overseeing involvement in community events, keeping a record of events attended, impact and added value.
* Working with the voluntary sector, to collaborate, develop value add relations.

**Personal Growth and Development**

* Identify learning and development needs of volunteers.
* Creating peer support session to encourage individual development.
* Produce tailored personal development plans for annual appraisals.
* To actively work towards own personal development with the aim of adding value and improving performance individually and for the team.

**General**

* Attending training courses as identified and deemed appropriate
* Abiding by the Employee Handbook and the policies and procedures of Croydon Vision and to protect Croydon Vision’s interest at all times
* Teamwork, being comfortable to roll up sleeves and support in undertaking any other duty commensurate with our vision, transforming lives.

**Model Person Specification – Volunteer Liaison Officer**

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| **General Overview (A = Application Form, I = Interview)** | **A** | I |
| **Education & Experience** |  |  |
| Minimum of two years’ experience of recruiting, supporting, and managing people  (either paid or voluntary) | X | X |
| Good standard of education (A level or above) | X |  |
| Experience in the use of Microsoft Office 365, shared folders, and CRM systems | X | X |
| **Skills & Approach** |  |  |
| To have a strong understanding of the role of volunteers, and the ability to support and supervise them effectively | X | X |
| Excellent interpersonal and communication skills, with the ability to establish good relationships and partnerships with other voluntary organisations and local businesses | X | X |
| Ability to develop new programmes and initiatives that encourage and increase accessible and diversity volunteering and active citizenship within the community |  | X |
| Ability to contribute to and work as part of an effective team that delivers a high standard of service delivery by embracing flexibility as required |  | X |
| The ability to produce monitoring reports and data for CV and funders and to work towards and support project outcomes  mes | X |  |

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| **Our Promise to Croydon Vision Staff –**  **We will:** | **As an employee of Croydon Vision,  you will thrive by:** |
| Support your well-being | Knowing your ‘Why’ and making a difference |
| Provide clarity of purpose | Displaying your individual brilliance |
| Keep our commitments and promises | Being creative: test, fail, learn, improve! |
| Share timely and constructive feedback | Enjoy your curiosity to keep growing |
| Continue to design a growing employee welfare package | Applying & adapting CV’s Strategic Plan 2020-23 |
| Stand up for the team | Living by our principles (CV’s Values: Awareness, Compassion, Teamwork, Integrity, Diversity) |
| Invest in career development | Learning, growing, and embracing challenges |

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| **Application’s Closing Date** | 11TH April 2022 |
| **Telephone Interviews – Stage 1** | 13th April 2022 |
| **Onsite Interview – Stage 1** | 19th April 2022 (subject to availability) |
| **Start date   (subject to checks incl. DBS & references)** | By end of April 2022 |