

## Role Outline

Job Title: Tamar Volunteer Coordinator  
Band: Band 4  
Pay: FTE Salary £21,871.80 LLA £3,940 pro rata  
Department: Serve the City - Tamar  
Type of contract: 2 year fixed-term, subject to a three-month probationary period  
Hours: 3 days per week (flexible hours including evenings and occasional weekends)  
Reports to: Operations Manager  
Annual Leave: 25 days pro rata, plus bank holidays

## Key Relationships

Line managed by:

- Operations Manager

Other key relationships:

- Tamar staff, volunteer team leaders and members, All Souls admin and support staff.

## Job Summary

- Provide support to the day-to-day Tamar ministry by running all aspects of volunteer coordination and volunteer visiting.
- Responsible for recruiting and supporting volunteers for all the serving areas of Tamar.
- Responsible for interviewing, inducting and training volunteers to fulfil the various roles within Tamar.

## Person Specification

Attribute	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"><li>• 2 A-levels or Diploma equivalent</li></ul>	<ul style="list-style-type: none"><li>• Graduate or equivalent knowledge and experience</li></ul>

# ALL SOULS SERVE THE CITY

<p>Experience and Proven Skills</p>	<ul style="list-style-type: none"> <li>● Excellent interpersonal skills and pastoral experience</li> <li>● Strong team leadership skills with experience of managing volunteers</li> <li>● Experience of recruiting volunteers</li> <li>● Experience of developing and delivering volunteer training to groups and one to one</li> <li>● Ability to communicate effectively both orally and in writing to people from a variety of cultural background</li> <li>● IT &amp; word processing skills (Microsoft, Apple, Google docs)</li> </ul>	<ul style="list-style-type: none"> <li>● HR and staff training experience</li> <li>● Experience of working with people at risk</li> <li>● Ability to discern suitable volunteers &amp; develop their potential</li> </ul>
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<p>Personal Qualities</p>	<ul style="list-style-type: none"> <li>● Totally committed to the evangelical Christian stance and mission of the Evangelical Alliance's Statement of Faith</li> <li>● An active member of a local church &amp; involved in service within the church</li> <li>● Proactive, with the ability to draw out the gifts of others and delegate</li> <li>● Excellent organisational and time management skills which demonstrate a structured approach with attention to detail, and an ability to prioritise and use initiative to balance the various demands of the job.</li> <li>● Resilient, with an ability to handle pressurised situations with calm, tact and wisdom</li> <li>● Emotionally mature with the ability to self-reflect and engage in counselling when necessary</li> <li>● A hard worker with a servant-hearted</li> <li>● A customer service focus</li> <li>● A flexible team player</li> <li>● Genuine passion for and commitment to working with this client group</li> </ul>	<ul style="list-style-type: none"> <li>● Resourceful</li> </ul>
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## **Job Description**

### **A. Volunteer Coordination**

- Recruit volunteers for the different serving areas in Tamar from within All Souls and the partner churches
- Interview, induct and train new volunteers
- Ensure sufficient volunteer numbers and a 'pipeline' of volunteers across serving areas
- Plan and action training for existing volunteers in line with the needs of Tamar
- Ensure that all safeguarding requirements are fulfilled for the ministry
- Maintain and update training materials, provide materials that are user friendly and relevant
- Ensure volunteers are effectively managed by their team leaders
- Ensure volunteers are empowered to fulfil their roles and responsibilities
- Ensure good communication between the different serving areas
- Ensure outreach and one-to-one teams have adequate pastoral support
- Escalate all pastoral matters arising in the teams to the Operations Manager & Head of Tamar efficiently
- Be responsible for managing the off-street outreach evening every other Thursday evening

### **B. Administration**

- Ensure all volunteers keep up to date with training using a training matrix
- Ensure practises and procedures for volunteers fulfil the Tamar strategy of working with excellence
- Manage and run volunteer rotas
- Coordinate arrangements for one-to-one support
- Ensure the outreach and one to one data records are kept up to date and are accessible for reporting and analysis
- Ensure Tamar volunteer processes and procedures are in line with All Souls Serve the City and the law
- Ensure all volunteers follow safeguarding and data protection regulations and Tamar code of practice
- Contribute to developing processes for recruitment, training and coordination of volunteers

### **C. Other**

- Support Head of Tamar/Operations Manager in other areas of the ministry as needed
- Attend All Souls staff meetings as required

### **Personal and Professional Development**

- Participate in annual appraisal & 6 monthly role review process of your personal role and ministry in the organisation
- Participate in personal and professional development opportunities as agreed during your appraisal
- Participate in the staff team training monthly as well as any other training as advised by your line manager
- Attend monthly supervision meetings

### **Application Details**

*There is an occupational requirement that the job-holder is a Christian and is a female under the Part 1 of Schedule 9 to the Equality Act 2010.*

*Safeguarding: conditional offers will be made pending the successful completion of a DBS check which will be processed by All Souls*

Please submit completed applications to [recruitment@allsouls.org](mailto:recruitment@allsouls.org)

### **Completed applications should include:**

- a. A completed application form, available from [www.allsouls.org/vacancies](http://www.allsouls.org/vacancies)
- b. A CV
- c. A cover letter explaining why the role is of interest to you and why you are suitable for the position.

**Application closing date:** 5pm: 11th June  
**Interviews:** TBC  
**Start Date:** As soon as available