

## Supporting Information for role of Volunteering Coordinator

### About us

We are an independent charity that exists to represent the needs and views of all 37,000 plus students at Manchester Metropolitan University.

There has been a Students' Union for what we now call Manchester Metropolitan University since the 1920s.

Over the last one hundred years, the role of The Union and the part it plays in student education and wellbeing has grown and developed into the organisation we are today.

Students are at the heart of what we do.

Every year, students elect a team of Student Officers to lead The Union and represent their needs. They form half of the governing Trustee Board, which is tasked with overseeing the strategic development and operational management of The Union.

The Officer team lead the campaigning and political activities of The Union. They also work closely with our staff team to ensure a wide range of services, activities and opportunities is on offer for students at both our Manchester and Crewe campuses.

### Why work for us?

Our Manchester campus has recently undergone a major transformation with an extensive building programme. This includes a brand new £10million students' union in the heart of the campus, which opened its doors in January 2015. This move provides the foundations for an exciting new period of growth in The Union's development.

Situated just 36 miles south of Manchester city centre, our Cheshire campus is renowned for the excellence of its educational, performance and sporting programmes. It offers students the opportunity to be part of a friendly community in a campus setting with easy access to nearby towns and the surrounding countryside.

We are proud of being a progressive employer. Our aim is to be a great place to work, where we respect work/life balance, support individual training and learning and create a positive work environment where you are supported and encouraged to do your best.

We know our success hinges on brilliant people determined to give every student an experience that's anything but ordinary. So we'll train you thoroughly, reward you well and encourage you to build a long-term career that stretches and inspires you.

**Our mission** is to support every student at Manchester Met in achieving their personal goals and ambitions.

University is a transformational experience and we are committed to delivering the best possible experience, whatever a student's interests might be. We provide a whole range of services, activities and opportunities to help students develop skills and talents that complement and enhance their education.

Our activities are underpinned by **our values**, which aim to create an inclusive, empowering and aspirational culture:

- We are passionate about student success
- Nobody understands our members better
- We strive for excellence in all we do
- Working together to achieve our outcomes
- Every student matters.

## Behaviours Framework

Our competency framework sets out the behaviour expectations that we want to see from all who work at The Union. It helps to bring our values to life with clear examples of behaviours that everyone should aim to demonstrate at work.

COMPETENCY	DEFINITION
<b>Service Excellence</b>	Provides an excellent standard of service to students and stakeholders
<b>Communication</b>	Communicates clearly and appropriately to people across our union and outside
<b>Inclusivity</b>	Values diversity, and works to create an inclusive and engaging environment across all our activities and services
<b>Collaboration</b>	Builds relationships and works effectively with a range of people to deliver our shared goals
<b>Student Focus</b>	Keeps the needs of students at the heart of activities
<b>Accountability</b>	Acts ethically on behalf of our union, taking personal responsibility for their actions and impact
<b>Personal Effectiveness</b>	Consistently models high standards and good practice
<b>Leading &amp; Motivating</b>	Actively leads, develops and supports others to achieve excellent performance



## The Union

### Job Description: Volunteering Coordinator

<b>Department:</b> Membership Services: Opportunities	<b>Location:</b> Based in Manchester. Occasional travel to other Union sites will be required.
<b>Job Title:</b> Volunteering Coordinator	<b>Job Grade:</b> O3 (£18,962 to £21,458 per annum)
<b>Reporting to (Job Title):</b> Volunteering and Societies Manager	
<b>Reporting to Job Holder (include Job Title):</b> Jill Wells, Volunteering and Societies Manager	
<b>Responsible for:</b> Student staff working in the service area as necessary, Student Volunteers	
<b>Overall purpose of the Job:</b> Working within the Opportunities team, the post holder will be responsible for the administration and development of the Union's Volunteering service with a focus on brokerage of high quality community volunteering roles and developing a programme of activity to enable a diverse range of students to maximise their volunteering experience.	
<b>Main activities/tasks:</b> <ul style="list-style-type: none"> <li>• To support the Volunteering and Societies Manager in the delivery of strategic objectives in Volunteering</li> <li>• To act as a main point of contact for Volunteering at the Union</li> <li>• To work with charities and other organisations to grow the number of high quality community volunteering opportunities open to students through the volunteering brokerage service</li> <li>• To build strong relationships with stakeholders to raise the profile of the volunteering service within the University and the community</li> <li>• To manage administration and keep accurate records related to the delivery of the community volunteering service</li> <li>• To lead on the development and administration of the online volunteering brokerage system and create resources to support its use by students and volunteer-involving organisations</li> <li>• To work with elected officers to develop the volunteering service</li> <li>• To develop policies and procedures for community volunteering based on best practice, Union policy and legislation</li> <li>• To develop a programme of events and activities to introduce students to community volunteering</li> <li>• To develop a programme of workshops and training to enable student volunteers to identify and articulate their skills and development</li> <li>• To contribute to the personal development and learning of student leaders</li> <li>• To create tailored engagement approaches to ensure our community volunteering offer meets the needs of students from across the University</li> <li>• To develop and maintain communication structures for community volunteering</li> <li>• To support the implementation of best practice in volunteer management across the Union, including taking a central role in Investing in Volunteers accreditation processes</li> <li>• To manage and monitor volunteering budgets with the Volunteering and Societies Manager and in line with financial regulations</li> <li>• To work alongside colleagues to regularly evaluate the volunteering service, including</li> </ul>	

developing feedback structures, insight and impact assessment

The post holder shall:

- Attend meetings and training events as required.
- Comply with Union policies, procedures and constitution at all times.
- Comply with Environmental Legislation and both support and promote measures introduced within the Union to lessen environmental impact.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- Have a flexible approach to duties and work and, in particular, adopt a team work style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments.
- Understand and uphold the mission, vision and values of the organisation and be always guided by them in the course of work.

**Other features of the Job (including working conditions, etc.):** 37 hours per week to fit with core operating hours. (Expected operating hours 9.30 to 4.30 Mon-Fri) Occasional evening and weekend working will be required.

**NB.** The duties described above are not an exhaustive list, but are intended as being illustrative of the level and type of work required.

The Job Description may be subject to amendment from time to time after discussion with the post holder.

This job description does not constitute part of the contract of employment.



## The Union

### Person Specification: Volunteering Coordinator

	Desirable	Essential
<b>Education Qualifications</b>	Train the trainer or similar qualification	A high standard of education, preferably to degree level or equivalent in a related subject or significant relevant experience.
<b>Training Technical Skills</b>	Training in Volunteer Management	<p>Good level of computer skills; including knowledge of Microsoft Office packages.</p> <p>Excellent verbal and written communication skills.</p> <p>Good numerical and analytical skills. Ability to establish and maintain effective working relationships using a broad spectrum of communication methods.</p> <p>Good organisational skills and the ability to manage a heavy and varied workload</p>
<b>Experience (Knowledge)</b>	<p>Experience of supervising staff and/or volunteers</p> <p>Experience of mentoring individuals &amp; groups</p> <p>Experience of evaluating impact</p> <p>Experience of working with diverse populations</p> <p>Knowledge and understanding of sector trends and good practice in engaging students in community volunteering</p> <p>Knowledge of current trends and developments in Higher Education</p>	<p>Experience of working within a membership-led or volunteer organisation</p> <p>Experience of leading and delivering projects and/or events of a significant scale</p> <p>Experience of forging partnerships with internal and external stakeholders</p> <p>Experience of preparing and managing budgets and keeping administrative and financial records.</p> <p>An understanding and appreciation of the principles and practice of equal opportunities.</p> <p>An understanding of the motivations and expectations of volunteers</p> <p>Proven ability to produce detailed and accessible guidance and training materials suitable for a variety of audiences</p> <p>Knowledge of the third sector and key developments in community volunteering</p> <p>An understanding and appreciation of</p>

		<p>volunteer development and recognition</p> <p>An understanding of relevant data protection legislation</p>
<p><b>Personality Characteristics</b></p>		<p>Independent and self-reliant, being able to work without close supervision</p> <p>A demonstrable passion for the development and growth of students and the value of volunteering</p> <p>Highly motivated with the drive and determination to see things through</p> <p>Excellent interpersonal skills, able to build appropriate relationships with people at all levels.</p> <p>Present a flexible, problem solving, customer-orientated approach to work; being focused towards Customer Care and Customer Service</p> <p>Evidence of commitment to continuing personal and professional development</p> <p>Ability to manage working time effectively and prioritise projects appropriately.</p> <p>Positive about working in a student-led environment</p> <p>Professional and courteous manner</p> <p>Enthusiastic and committed</p>

## **Terms and Conditions of Service**

Set out below are the general terms and conditions of employment offered for this post.

### **1. Duration**

The role is offered on a permanent contract subject to successful completion of a 6-month probationary period.

### **2. Salary**

#### **O3 Pay Range**

O3.1 = £18,962

O3.2 = £19,462

O3.3 = £19,761

O3.4 = £20,459

O3.5 = £20,958

O3.6 = £21,458

### **3. Holiday**

26 days annual leave per annum, in addition to public and bank holidays pro rata to days worked. Subject to the operating times of the service area, the post holder may be required to work on a public or bank holiday in which case they will receive another day's holiday in lieu.

### **4. Hours of Work**

37 hours per week.

The Union operates a Flexible Working Policy. Flexible working arrangements also include time off in lieu; job sharing; annualized hours; part time working and career breaks.

### **5. Sickness Scheme**

The Union aims to secure the attendance of all employees throughout the working week however, in the event of the absence through ill health The Union operates a generous contractual sick pay scheme.

### **6. Pension Scheme**

All employees who meet certain criteria will be auto-enrolled into our workplace pension scheme.

### **7. Family and Special Leave Scheme**

The Union offers paid leave for maternity, paternity and adoption, the same rights for same sex couples.

### **8. Equal Opportunities**

The Union is committed to the effective implementation of an equal opportunities policy and strives to create a progressive working environment. The Union has policies and procedures to take action against discrimination, harassment or bullying at work.

### **9. Car Parking**

Staff are encouraged to use public transport as The Union's facilities and services are conveniently situated on the main public transport routes. Where the use of public transport is not a viable option, there is limited parking at Crewe Site subject to a permit application. Limited car parking facilities are also

available at The Union in Manchester subject to availability and a permit application. Places are restricted and cannot be guaranteed. The provision of staff car park places is currently under review and this situation is subject to change.

#### **10. Convenience Facilities**

Employees are able to take advantage of a range of facilities that The Union has to offer such as use of bars, catering, retail and entertainments.

#### **11. Sports and Fitness**

Employees are able to access a range of subsidised leisure, recreational and sporting facilities and services at the Sugden Sports Centre in Manchester, Crewe Site and the Manchester Aquatics Centre.

#### **12. Other benefits**

Employees have access to NUS discounts, services and other lifestyle benefits including a salary sacrifice scheme for childcare vouchers and a cycle to work scheme.

#### **13. Library and Learning Resources**

Employees are able to use the University library and other learning facilities.

#### **14. Commitment to Training and Development**

The Union has staff training and development policy that provides a range of opportunities to undertake training and development while in post. This includes short course, conferences, seminars and other training events. After six months, you may be eligible to apply to undertake a work related part time course of study at the University. Time off work and financial assistance with courses can be provided.

#### **15. Investor in People**

The Union was awarded the prestigious Investor in People award in December 2002 and was reaccredited in 2006, 2010 and 2013. The Union is committed to the ongoing development and training of all staff and will undergo re-assessment in 2017.

#### **16. Investor in Volunteers**

The Union received the sister accreditation to IiP in 2016, becoming one of a very limited number of students' unions to have been successful in applying for Investor in Volunteer status.

#### **17. Advice Quality Standards**

The Union has been awarded the nationally recognised AQS mark of quality advice in social welfare legal advice. Attained to the casework standard, it reflects the professionalism within the service.



## **The Recruitment Process**

To apply for this post you should respond by submitting the standard application form to the address given below. **It is essential that your application gives evidence of your experience in each of the criteria listed in the Person Specification.**

Due to the high number of applications that we receive, we regret that we are unable to contact those applicants who are unsuccessful at the short listing stage or to provide feedback on unsuccessful applications.

Please do not enclose your CV as this will not be considered.

**Applications should be sent to:**

**Volunteering Coordinator Recruitment  
C/o Lesley Edwards  
The Union  
21 Higher Cambridge Street  
Manchester  
M15 6AD**

Or [theunion@mmu.ac.uk](mailto:theunion@mmu.ac.uk)

The closing date for receipt of applications is midday on Wednesday 22<sup>nd</sup> November 2017.

## **Interview**

Interviews will be held during the week commencing 27<sup>th</sup> November 2017 at Manchester site. Candidates will be required to attend a panel interview and may be required to undertake a role-related task and/or presentation.

Candidates successfully short-listed for interview will be notified by email.

## **Queries**

We have attempted to make the further information available to candidates as comprehensive as possible, and it is hoped that this will deal with most questions that you may have, but if you would like to discuss any aspect of the post or the recruitment process please contact Jill Wells, Volunteering and Societies Manager, via email at [j.wells@mmu.ac.uk](mailto:j.wells@mmu.ac.uk) or by telephone on 0161 247 1162.