

Job Description

Reference Number:	V553
Job Title:	Volunteer Coordinator
Location:	North Lanarkshire (home-based)
Contract Type:	Permanent
Hours:	14 hours per week (over 3 days preferable)
Salary:	£10,250 pro rata (£25,625 FTE)
DBS/PVG:	Membership of PVG Scheme is a requirement
Job Family:	Job Family 3
Line Manager:	Delivery Leader for Scotland and Northeast England
Start Date:	August / September 2025
Interview Dates:	To be confirmed

Who we are

At Volunteering Matters, we believe people have the power to create change. Whether through volunteering by helping others and giving time, or through social action such as speaking up, campaigning, or leading change, everyone can make a difference. We bring people together to build stronger communities across England, Scotland and Wales, making sure everyone has the chance to get involved and create real change.

What we do

We help people of all ages and backgrounds get involved in volunteering and social action. We focus on making sure that everyone, no matter their situation, has the chance to take part.

How we do this

We support people to share their time and skills to help others and tackle big challenges in their communities.

- **We remove barriers to volunteering and social action**, making it easier for people who don't always get the chance to take part
- **We listen to and amplify voices** that aren't always heard, helping volunteers and communities influence change
- **We help volunteers beyond their first experience**, offering training, support, and pathways to new opportunities
- **We connect businesses with communities**, creating meaningful employee volunteering projects
- **We show the impact of volunteering and social action**, proving how it changes lives for the better



Role Purpose

We have been operating the **North Lanarkshire Befriending Project** for 25 years. Our team of adult Volunteer Befrienders provide 1:1 befriending support to Young Carers.

We recruit, train, induct and support Volunteer Befrienders who can be a positive, reliable and trustworthy role model to young people aged 8-18. Befrienders are matched 1:1 with a young person and provide bespoke emotional, social and practical support according to the young person's needs, interests and goals. Together, they spend regular time together, engaging in fun community activities.

Through our support, **Young Carers** have the chance of a break, become less isolated, more confident and resilient, have enhanced physical and mental health, and are more included in their community.

In this role, you will lead all aspects of the day-to-day delivery of the project. The right candidate would be someone with a good knowledge and understanding of "best practice" in Volunteer Management / Befriending Services, and with experience in supporting children and young people.

Key Duties and Responsibilities

- Coordinate and lead delivery of the North Lanarkshire Befriending Project, meeting ambitious goals and milestones, ensuring all volunteers and beneficiaries achieve positive outcomes
- Establish and maintain strong working relationships with internal and external stakeholders including colleagues, volunteers, beneficiaries, partner organisations, funders and others. In order to generate referrals, attract volunteers, and meet beneficiaries needs.
- Effective recruitment, induction, matching and supporting a diverse network of volunteers
- Carrying out Home Visits assessments to understand the needs, goals and interests of young people taking part, resulting in the creation of a Befriending Action Plan for each child
- Developing and publishing marketing & promotional materials. Provide support to ensure we have an appropriate, up to date and engaging website and social media channels.
- Being a champion of befriending, taking part in networking forums, events, talks, or engaging with traditional media sources to promote volunteering and the benefits to individuals
- Ensure the project is delivered in line with Volunteering Matters compliance, organisational practices and policies (including Safeguarding, Health and Safety etc.)
- Administration tasks including maintaining effective and accessible records, the use of a Volunteer Management system, Microsoft Office, Teams, and Canva – full training will be given



- Ensuring monitoring, impact and evaluation information and data is collected, and that the project meets its agreed targets, reporting format and schedule

Person Specification

Skills Required

- An excellent knowledge and understanding of best practice in all areas of Volunteer Management with a particular focus on Befriending Services
- Excellent people skills, able to build professional relationships, to influence and motivate others
- Skills around creating content for social media, drafting promotional materials, website content

Experience Required

- Experience of coordinating / managing volunteers
- Experience supporting young people including those facing life challenges and barriers
- Experience of developing partnerships (particularly referral routes) with other organisations
- A good understanding of, and full commitment to, Equality, Diversity, and Inclusion

Qualifications Required

We are looking for a candidate with relevant knowledge, skills and experience, as well as commitment to our organisational values, rather than any specific qualifications.

Other Essential Requirements for All Staff

- Must adhere to the organisation's Code of Conduct and uphold its values at all times
- Proficient in Microsoft 365, particularly Outlook, Teams, Word, and Excel, with the ability to manage email communications and collaborate digitally
- Strong written and verbal communication skills, with the ability to write clearly and professionally



- Able to work effectively both independently and as part of a team, managing time and priorities in a busy environment
- For remote roles, candidates must be self-starters who can work with minimal supervision, stay organised, and remain motivated to meet deadlines and deliver quality outcomes
- Attention to detail and a proactive approach to problem-solving and information sharing

PVG (Protection of Vulnerable Groups Scheme)

This role requires membership of the PVG scheme for a Regulated Role with children. Having a criminal conviction is not necessarily a barrier to working with us.

Our Values & Way of Working

In all that we do, we are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward. This role is primarily home-based (must be local to North Lanarkshire), you will need a strong WIFI connection and a suitable home working environment. Part of your working week will also need to be based within local communities in North Lanarkshire, meeting with volunteers, children and families, partner organisations and other stakeholders. Appropriate travel costs will be re-imbursed.

Employee Benefits

Our ambition is to be the best employer in the UK charity sector. We have a positive, inclusive and empowering workplace culture, and offer a wide range of Employee Benefits which include:

- Fully flexible working
- An unlimited (paid) annual leave allowance - to help achieve a positive work-life balance
- Free access to our Employee Assistance programme (provided by Health Assured)
- Free access to a range of staff discounts (provided by VIVUP)
- Learning and Development opportunities to meet your career and progression goals
- Interest free season ticket loan (for public transport)
- Cycle to Work scheme
- Employee Pension Scheme
- Competitive and supportive maternity/adoption/family leave provision, and sick leave provision



Disability Confident & Reasonable Adjustments

We guarantee to interview anyone with a disability whose application meets the essential criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the Job Description under skill and experience.

To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your cover letter.



This job description is intended to include the broad range of responsibilities and requirements of the job. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

