

JOB DESCRIPTION

Reference Number:	V564
Job Title:	Volunteer Coordinator
Location:	Fife (home based with regular travel across Fife)
Contract Type:	Permanent Contract
Hours:	17.5 hours per week (0.5 Full Time Equivalent)
Salary:	£12,812 pro rata (£25,625 Full Time Equivalent)
PVG:	PVG Scheme Membership required
Job Family:	Job Family 3
Line Manager:	Delivery Leader for Scotland
Interview Dates:	26 / 27 February 2026

Who we are

Volunteering Matters 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 through volunteering, to build stronger communities, making sure everyone has the chance to get involved and create real change.

Since 1962, we've used our influence to champion volunteering as a powerful tool to build a thriving, resilient society. Our projects are co-created with the people and communities we work alongside: an approach that encourages our participants to become future volunteers and leaders, not just beneficiaries. We understand the pressures of day-to-day life and create flexible, inclusive volunteering opportunities for people at all stages of life. And beyond delivering projects on the ground, we use our voice to shape policy and practice – ensuring volunteering stays recognised, supported and sustainable.

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 new opportunities
- **We connect businesses with communities**, creating meaningful volunteering projects
- **We show the impact of volunteering & social action**, proving how it changes lives

Role Purpose

Grandmentors is our award-winning, inter-generational mentoring project running in almost 20 locations across the UK. We recruit, train and support Volunteer Mentors (normally people aged 50+) who are matched 1:1 with young people (aged 16-26) facing a range of life challenges and barriers. This includes young people with experience of the care system, or with Adverse Childhood Experiences.

Through our mentoring support, young people are more likely to have improved physical and mental health and wellbeing, achieve better outcomes around Education, Employment or Training, build independent living skills, and generally enhance their life chances. In 2026, we are excited to be launching the Grandmentors project in Fife.

We are now looking to recruit a talented, dynamic and professional Volunteer Coordinator to join our team. In this role, you will lead all aspects of the coordination and delivery of Grandmentors Fife.

The right candidate would be someone with great experience of supporting and managing volunteers, working with young people facing a range of life challenges, as well as someone who can work flexibly and demonstrate a commitment to our organisational values.

Key Duties and Responsibilities

- Coordinate and deliver the Grandmentors project across Fife, meeting ambitious goals and milestones, ensuring all young people and volunteers have a great experience and achieve positive outcomes
- Establish strong partnerships with internal colleagues, Volunteer Mentors, young people, social care, health and education teams, and third sector partners in order to source volunteers and referrals
- Attract, recruit, train and support a diverse pool of Volunteer Mentors from the local community
- To maintain Volunteering Matters standards around quality and effective Volunteer Management



- To manage each young people's experience of Grandmentors, from referral point until full completion of their mentoring journey
- To manage the risk assessment, safeguarding, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information and data is collected, and that Grandmentors meets its agreed goals on time. This includes preparing reports for funders.
- Promoting and representing Grandmentors and Volunteering Matters across Fife
- Develop promotional material and information to increase knowledge and awareness of the project
- Administration tasks including maintaining effective and accessible records, using a CRM database system, Office 365, MS Teams, Canva and other relevant software

Skills Required

- Excellent knowledge of the life challenges and barriers that young people in Scotland face today, especially those who are care experienced
- The ability to assess the needs of an individual, using a person-centered approach
- Excellent written and verbal communication skills - able to have strategic conversations with a partner organisation one minute, and talk to an anxious young person the next
- Excellent people skills - able to build professional relationships to influence and motivate others
- Excellent organisational skills including strong attention to detail, the ability to manage a busy workload, prioritize effectively, and working to deadlines
- Excellent IT skills including the use of Office 365, Microsoft Teams and other software packages
- A creative approach to problem solving, an ability to work independently and use own initiative
- Driving license and access to own vehicle

Essential Experience Required

- Experience supporting young people, particularly those who face life challenges and barriers
- Experience in all aspects of effective Volunteer Management / Coordination



- Experience of working remotely while being an effective team member
- Experience in developing strong partnerships with external organisations or groups
- Experience of project coordination, achieving ambitious goals, and working to strict deadlines

Qualifications Required / Protection of Vulnerable Groups (PVG) scheme

Relevant skills, experience and alignment to our organisational values is more important than specific qualifications.

This role requires membership of the PVG scheme. Having a conviction will not necessarily cause a barrier to employment. We will support you to become a PVG member or update your PVG membership.

Other Requirements for all Volunteering Matters staff

- Demonstrates awareness of and alignment with Volunteering Matters' core values
- Commitment to promoting inclusion, respect, and community impact
- Works well with others and contributes to a supportive, inclusive workplace environment
- Commitment to Equality, Diversity, and Inclusion (EDI) and treating all people fairly
- Enthusiasm for volunteering and creating positive change in communities
- Awareness of the impact of volunteering on individuals and society
- Must adhere to the organization's Code of Conduct
- Adhere to all health and safety policies and procedures, and promptly report any hazards, near misses, or incidents in line with organisational guidelines



Our ways of working

We offer flexible working by default.

Our staff members have significant flexibility when it comes to working days and hours, and are empowered with the responsibility of managing their own diary and workload.

Part of your working week will be based in local communities within Fife, meeting young people, volunteers and other stakeholders. Therefore, a driving license and access to your own vehicle is required and your travel costs will be re-imbursed.

For the remainder of the time, you can work from home. You will need a suitable home working environment such as a good WIFI connection. IT equipment and other infrastructure will be supplied.

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.

If you have any questions about current vacancies, the recruitment process, or need support, our team is here to help. Whether you're a candidate looking for more information or with an HR query, please don't hesitate to get in touch.

You can contact us directly by emailing HRPay@volunteeringmatters.org.uk, and a member of the team will get back to you as soon as possible.



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.

