

Job Description: International Volunteer Co-ordinator

Purpose of the job

To co-ordinate the sending of Concordia's UK volunteers overseas ensuring a high level of service is provided to volunteers and partners. To support the Group Volunteering Programme and the EVS programme.

Responsible to: Volunteer and Development Manager

Salary: (NJC24-28) £21,962 (pro rota) – Fixed Term until December 2018

0.8 Full Time Equivalent

Location: Concordia Office

Job content and duties:

1. To Co-ordinate the recruitment and delivery of the international volunteering programme for individuals.

- To deliver and develop Concordia's volunteer recruitment strategy to enable Concordia to meet its financial targets
- To attend careers fairs/exhibitions to promote Concordia's volunteer programmes
- To prepare and supervise the uploading of the on-line programme of overseas volunteer projects ensuring it is promoted to potential volunteers to a strict deadline
- To process and support applications for overseas placements
- To provide support and advice for outgoing volunteers
- To accurately maintain, update and develop the databases and records of volunteers, partners and hosts
- To deal with day to day enquiries regarding volunteering
- To attend Alliance Meetings as required to meet with partners
- Undertake post season evaluation of placements and prepare end of year statistics
- To supervise the MTV and other office based volunteers as necessary.
- To ensure promotional materials, including leaflets, database and website are effective and updated.
- To support the promotion of Concordia on websites, in publications and develop on-line resources such as the Concordia blog, Facebook and Concordia's Flickr account
- To gather insight, evidence and feedback to support the volunteer strategy

2. To coordinate, support and administer the delivery of the Group Volunteering Programme:

- To support the Group Volunteering Co-ordinator with the Group Volunteering programme
- To support the setting up of groups including working with and providing information for partners and obtaining project details
- To ensure risk assessments are up to date for all projects and groups including whilst travelling and including undertaking pre-visit risk assessments at projects when necessary.
- To help identify and obtain details of potential projects
- To attend careers fairs/exhibitions to promote Concordia volunteering

3. To support the EVS Programme

- Supporting volunteers confirmed on the EVS programme both before and during their projects
- Arranging and delivering training and briefings prior to departure
- Liaising with overseas partners with regard to placements
- Handling administration and paper work once volunteers have confirmed placements

4. To prepare, train and support volunteers

- To organise and run training for volunteers as required by the programme
- To prepare and develop support materials for trainings
- To support volunteers whilst they are on UK projects responding to out of hours calls on a rota basis at evenings and weekends to give advice and support
- To develop a MTV programme for UK volunteers going overseas

5. To encourage and facilitate volunteer involvement with Concordia

- To produce and develop the volunteer newsletter and e-newsletter

6. General

- To provide cover for other department members when absent
- To hold the emergency phone on a rotational basis
- To work a minimum of 4 weekends a year and be flexible with working hours according to the requirements of the post
- Any other duties as required to support the general business of Concordia

Person Specification – International Volunteer Coordinator

Please make sure that you refer to these criteria when applying for this role

Essential Criteria:

- Experience of volunteering
- A commitment and interest in community based volunteering opportunities for volunteers
- Ability to develop and deliver training and demonstrable training experience
- Experience of group leadership
- Experience working with / empathy with people from different cultural backgrounds or a high level of personal empathy
- Ability to work independently using own initiative including under pressure
- Willingness to work some evenings, weekends, which includes overnight stays in basic accommodation
- Occasional travel overseas and the UK which will include overnight stays
- Excellent IT skills
- Full valid driving license
- Good written and oral communications skills especially for communicating with overseas partners
- Excellent administrative, planning and organisational skills
- Adaptable and the ability to work in a team as well as independently
- Good people skills
- 5 GCSEs or equivalent

Preferable Criteria:

- 2 A levels or equivalent
- Experience of international residential volunteer projects
- Independent travel experience
- Competence in IT skills such as Access and website CMS experience
- Ability to communicate in any foreign language

Details:

- Closing Date for Application: Friday 2nd June 2017
- For an application pack please email: Fiona@concordiavolunteers.org.uk
- Or download an application from the Concordia website
- Interview Date: Thursday 8th June 2017