



Role: Volunteer Coordinator

Hours: 21 Hours per week (Hybrid & Flexible)

Salary: £28.1k per annum (pro rata)

Reports to: Executive - Governance & People

Job Purpose

The Volunteer Coordinator is responsible for providing support to the Governance & People Lead by optimising all aspects of the volunteer experience within Empty Kitchens Full Hearts.

Location

Based in Granton, Edinburgh, working on a flexible hybrid basis. Requiring occasional attendance at events - such as recruitment fair and partnership events, and off-site meetings as required.

Duration

This is a funded role with a fixed 2 year term subject to review.

Responsibilities

Reporting to the Executive - Governance & People, leading the Volunteer Services volunteers and liaising with Department Heads, to recruit, train and develop our volunteers, delivering a great volunteer experience throughout.

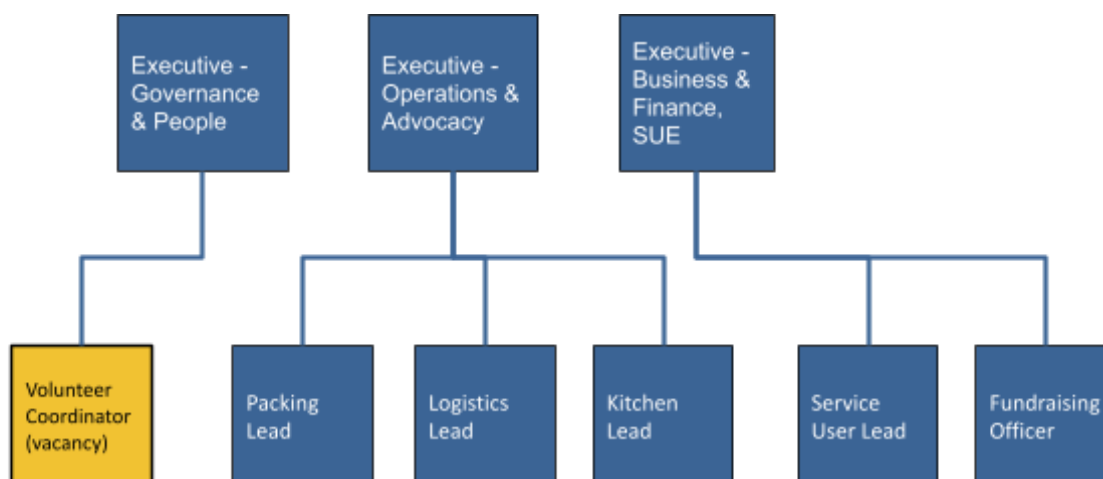
Principal Accountabilities

- **Strategy** - Work collaboratively with the Executive - Governance & People, the Executive Team, Department Heads, Board of Trustees and external bodies in development and implementation of Empty Kitchens Full Hearts Volunteer Strategy which places volunteers at the heart of the organisation
- **Policies** - In conjunction with the Executive - Governance & People, develop, maintain and regularly review all volunteer related policies, documentation, records, processes
- **Recruitment & Resourcing** - Lead on volunteer recruitment and departmental resourcing - responding dynamically to organisational resource demand, understanding volunteering vacancies, designing & posting volunteering opportunities, filtering applications and helping to coordinate and/or conduct interviews. Attending recruitment fairs and similar opportunities. Seeking and responding to outreach opportunities which enable diversification within the volunteer body



- Induction & Training - Lead with the on-boarding of volunteers, including coordination of processes and paperwork and helping to deliver induction presentations. Identifying ongoing training and development needs, refresher training aligned with statutory obligation, and responding to organisational needs in the creation and implementation of training programs and delivery thereof. Liaising with external providers and coordinating with Fundraising Officer as necessary
- Connection & Relationship - Acting as the main point of contact for new joiners and existing volunteers alike. Establishing best practices in developing and maintaining a high level of volunteer connection, trust, belonging and participation across the organisation. Escalating and advising on matters relating to improving the volunteer experience
- Engagement - Support the Governance & People lead in initiating and delivering volunteer engagement initiatives, driving engagement across the organisation. Monitoring and reporting on volunteer engagement and measuring impact. Working with Fundraising Officer to optimise volunteer focused social media and facebook page
- Wellbeing & Safeguarding - Work collaboratively with the Governance & People lead, the Executive Team, Department Heads, Board of Trustees and external bodies in support of organisational Wellbeing and Safeguarding policies, objectives, and practices. Escalating any volunteering matters as necessary
- Membership - Assist the Governance & People lead, Board of Trustees - Chair & Secretary in encouraging greater Volunteer Membership and participation
- Rota & Scheduling - Oversee the volunteer scheduling platform. Manage and coordinate volunteer schedules in conjunction with Department Heads. Reviewing and responding to shift demand and fulfilment
- Data & Analysis - Assist with the capture of volunteer related data and analysis for internal, Board and external use.

Organisational Chart





Contextual Information

Empty Kitchens Full Hearts is an organisation that turns surplus food into healthy meals for those who need them. Our community of volunteers help prepare, package and distribute these meals across Edinburgh. Each and every meal is provided free of charge.

The Volunteer Coordinator role has been created to ensure that the volunteer experience is optimised for both the organisation and for our volunteers upon whom we rely. This is a funded 2 year fixed term post subject to regular review.

Reporting to the Executive - Governance & People, the Volunteer Coordinator will be a highly motivated and organised people centric individual, responsible for and ideally with prior experience of managing all aspects of the volunteer journey at scale with particular emphasis on initiatives leading to greater accessibility, inclusion and diversity within the volunteer body. Empty Kitchens Full Hearts has 300 active volunteers across the organisation. Experience of volunteer management in a medium to large 3rd sector organisation would therefore be highly desirable.

Empty Kitchens Full Hearts is operational five days a week and therefore a flexible approach to working patterns will be required in response to organisational need. We support hybrid working although the volunteer facing nature of the role does necessitate a regular presence on site. A willingness to work cross functionally and contribute across the organisation as and when necessary is an expectation.

Knowledge / Skills & Experience

- Previous experience in large scale volunteer management (desirable)
- Strong organisational and project management skills
- Excellent interpersonal and communication skills (written and verbal)
- Supportive and encouraging with an understanding of people from diverse backgrounds
- Accredited in Safeguarding (desirable)
- Ability to work independently and as part of a team
- Familiarity with volunteer management software and databases
- Skilled and experienced in Google Docs/Microsoft applications
- Skilled and experienced in Canva or similar applications, for producing volunteer newsletters and social media content

Application notes and how to apply :



Interested but have further questions? Then please email our Governance & People lead Martin Clarke - martin.clarke@emptykitchens.co.uk who is happy to arrange a call to discuss the role informally.

Ready to apply? To apply for this position, please submit your CV together with covering letter to Martin via hr@emptykitchens.co.uk

Your covering letter should make a compelling case for your application whilst providing a concise overview of your relevant skills and experience.

Closing Date for applications:

The window for applications closes at midnight on **Sunday 19th of January 2025**. Note we will close this window earlier if we receive a large number of suitable applications, so you are encouraged to apply as soon as possible if you feel this role is perfect for you.

Interview dates:

Interviews will be held w/c 27th of January and w/c 2nd February at our premises - 3-11 West Granton Road, Edinburgh. EH5 1HG.