

PERSON SPECIFICATION

POST: Volunteer Coordinator		DATE: May 2017	
1.0	Education and Experience	Essential	Desirable
1.1	A minimum of two years recent, direct experience of working in a related post/environment.	*	
1.2	A qualification to HND or degree level in community development/education or similar.		*
1.3	Experience of working across different sectors and developing links with other agencies.	*	
2.0	Knowledge, Skills and Abilities	Essential	Desirable
2.1	Excellent communication skills and strong interpersonal skills and the ability to deal with a diverse range of people.	*	
2.2	Experience of managing or coordinating projects and managing staff or volunteers.	*	
2.3	The capacity to inspire and motivate others informally and through support, supervision and training.	*	
2.4	A commitment to all aspects of equality and be able to demonstrate an understanding of delivering services to service users from a range of backgrounds.	*	
2.5	Excellent customer facing skills and the ability to communicate at all levels and particularly the ability to deal with information in a confidential manner and respond with sensitivity.	*	
2.6	A flexible and non-judgemental approach to people and work with good organisational skills and the ability to manage a variety of tasks.	*	
2.7	Sound knowledge of policies and procedures and the ability to interpret them to resolve problems.	*	
2.8	Excellent written and oral communication, presentation and reporting skills.	*	
2.9	Good IT skills and experience including Outlook, Word and Excel and using databases.	*	
2.10	Excellent interpersonal skills, the ability to build a rapport with service users to respond to their varied needs and to develop effective working relationships with internal and external colleagues.	*	

3.0	Values and Attitudes		
3.1	Ability to understand and demonstrate empathy with volunteers and an understanding of their needs.	*	
3.2	Demonstrate a non-judgemental and positive attitude.	*	
3.3	Commitment to continuous improvement and excellence.	*	
4.0	Other Considerations		
4.1	Access to your own car and a full, clean driving licence and insurance cover for business use of a vehicle for Association business.		*