

VoluRNRMC Job Description

Job title		Responsible to
Volunteer Coordinator		Commissioning Project Manager
Department	Post Number	Date Reviewed
Grants	1055,1056,1057,1058	02/02/2024

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
Integrity	We will act with honesty and transparency in all our activities.
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

The Volunteer Coordinators work as part of the Royal Navy and Royal Marines Charity (RNRMC) Grants and Commissioning team and are located in regional naval communities alongside The Royal Navy Family and People Support (RN FPS), a MOD Naval Service organisation which provides accessible support services that strengthen and enhance the resilience and resourcefulness of Naval Service Personnel, their families, and communities.

The role will have responsibility for growing, developing, administering, and coordinating a local network of volunteers on behalf of the RN FPS Volunteer Project and will implement the regional volunteer development strategy by actively identifying, recruiting, and selecting and inducting volunteers. In addition, you will work closely with volunteers to increase their engagement and retention through the development of volunteering opportunities.

You will be an excellent communicator, highly collaborative and organised, with a passion for volunteering. You will be personable, able to establish, develop and maintain fruitful relationships with people at all levels and an ability to demonstrate empathy with service users.

You will possess a good understanding of safeguarding regulations and requirements in a volunteering setting. You must have previous experience and expertise in volunteer coordination, including recruitment, training and management coupled with good administration skills and computer literacy (including MS Office and CRMs), being able to remain organised and manage your own workload.

The role is mainly office based. RNRMC has a hybrid working policy which offer 40% home-working opportunities.

Responsibilities and Duties

Volunteering Support

- Work in conjunction with the Community Development Worker (CDW) service families and local community to develop volunteering opportunities to support families.
- Work with RN FPS staff (mainly area CDWs) to agree and facilitate the allocation of volunteers to activities.
- Ensure that policy, procedures for recruitment, induction and management of volunteers is upheld.
- Recruit, interview and administer volunteers, ensuring that they are appropriately matched, trained and supported for the available positions.
- Ensure that all new volunteers receive a comprehensive induction and on-going support.
- Raise awareness of the role and function of volunteers by positively promoting events and activities.
- Enable all volunteers to receive appropriate, support, training, education opportunities, qualifications, and safeguarding checks (as required).
- Develop positive relationships with all participants and partner agencies, understanding the local community support infrastructure and building relationships with key RNRMC partners which would enhance the Naval Community offer to families.
- Network and collaborate with existing and new local community organisations.
- Support the CDW and RNRMC with the monitoring of targets to evaluate the effectiveness of activities and to support the development of the volunteer project.
- Develop ways to recognise and reward volunteers for their efforts, assisting with volunteer appreciation events.
- Organise publicity strategies, campaigns, and profile-raising events, to attract new volunteers and promote volunteering for the purpose of the RN FPS volunteer project.
- Keep up to date with legislation and policy related to volunteering and ensure that Community Business Managers (CBMs) and CDWs are aware of any necessary changes.
- Provide feedback to RNRMC Grants and Commissioning team to inform understanding of families' needs in the local area.

Family Advocate

- Listen to feedback from families at events and inform the RNRMC of any highlighted areas of need for further support.
- Conduct community analysis to 'spot the need' for areas of growth required from the RNRMC to help families in each region.
- Use connections with families to consult and feedback to the RNRMC to inform commissioning decisions and the need priorities.
- Signpost beneficiaries to services within the RNRMC and Naval Community

Administration

- Be the lead on volunteer administration, including the initial engagement, recruitment, induction, and training requirements, in compliance with all RN FPS policies and GDPR practices, as well as RNRMC policies.
- Ensure that all volunteer files and data bases are completed and updated, undertaking any other administrative duties required to fulfil the responsibilities of the role.
- Attend regular review partnership meetings, preparing reports as required.
- Act as the first point of call for volunteering queries, responding to enquiries promptly via phone, email or in person.

Other

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to 'sell' and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an 'in it together' team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification			
	How Evaluated	Essential	Desirable
Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications			
Minimum of 5 GCSEs including Maths and English	APP	√	
Safeguarding Level 2 or willingness to undertake training	APP	√	
JNC recognised qualification in Youth and Community Work	APP		√
Experience			
Experience of project managing and co-ordinating volunteers and staff	APP	√	
Experience in managing a volunteer database, maintaining records and producing written and oral reports	AR/IV	√	
Experience in gathering facts and statistics and making financial calculations	AR/IV	√	
Experience of working with Service Personnel and their families	AR/IV		√
Experience of working with Children, Young People and Communities	AR/IV		√
Experience of training and assessing volunteers	AR/IV		√
Knowledge			
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel so as to be self-sufficient in own administration tasks	APP/AR/IV	√	
Knowledge of community support infrastructure in the local area, including RNRMC led or RNRMC partner activities	AR/IV		√
Knowledge of the charity of military sector	APP		√
Skills and Aptitudes			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	√	
Self-motivated with ability to use initiative and make decisions within own area of responsibility	AR/IV	√	
Demonstrates effective organisational and administration skills	IV/SA	√	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV/SA	√	
Ability to work collaboratively with others and effectively as a team	AR/IV	√	
Demonstrates patience and the ability to remain calm even in a challenging situation	IV	√	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner both verbally and in writing	APP/AR/IV	√	
Is flexible and adaptable to the demands of the role	AR/IV	√	
Works in a methodical and systematic manner	IV/SA	√	
Ability to work on own initiative and with minimum supervision	IV	√	
Demonstrates high levels of accuracy and attention to detail	SA	√	
Possess the right to work in the UK	APP	√	

Outline of Main Terms, Conditions & Benefits

Job Title	Volunteer Coordinator (Helensburgh)
Post Number	1058
Employee Name	Vacancy
Issue Date	13/02/2024
Start Date	Asap
Location	Trident House, 1/5 Churchill Square Helensburgh G84 9HL with occasional travel to Rosyth and Arbroath

Contract Details

Appointment Type	Permanent - Part Time
Probationary Period	
For new starters 6 months. Reviews will be held at 1 month, 2 months and 4 months, with a final review held at 6 months.	
End of Probation	On / around 6 months from start date
Notice	
Both employer and employee may terminate the appointment by giving the other not less than one month's notice in writing.	

Remuneration

Full Time Equivalent Annual Salary	£ 21,500 to £ 23,000
Actual Salary	£11,057 to £11,829
Which is pro-rata of the full-time equivalent salary stated above, based on the hours of work.	
Hourly Rate	£11.8131 to £12.6373

Pay Method

Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the 21st of the month.

Hours of Work

18 hours per week to be worked, excluding unpaid breaks, to be worked in a pattern agreed with your line manager.
Hybrid working is offered 60/40, with designated in-office team days.
This may be subject to change according to operational needs.

Weekly Work Pattern

FTE	0.5143
Due to the nature of your position with the RNRMC however, you are expected to be flexible and to work the hours that are reasonably required to fulfil the responsibilities of your job or meet the needs of the business.	

Overtime

A certain degree of flexibility of hours is required for cover and to meet the operational requirements of the department. Due to the nature of your position with the RNRMC you may be asked to work any additional hours that are reasonably required to fulfil the responsibilities of your job without additional remuneration.

Holiday Entitlement per Annum

The RNRMC holiday year runs from 1 January to 31 December. Your annual holiday entitlement, which includes bank and public holidays, is 7.6 working weeks in every full holiday year, expressed in hours.

The RNRMC traditionally closes the offices between Christmas and New Year and up to 4 days of your annual entitlement will be reserved / automatically assigned by RNRMC each year to cover this period of closure.

Other**Absence**

If you are absent from work, in addition to Statutory Sick Pay (SSP), which is included in any sickness payments made to you by the Charity, the RNRMC operates a discretionary Charity Sick Pay Scheme, which differentiates between short and long term absence.

Pension Scheme

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life

Medical

The post holder will be required to complete a medical declaration at the start of employment and, should the RNRMC require it, undergo a medical examination during their probation period by an Occupational Health Practitioner at the RNRMC's expense

Other Employment

The individual is not permitted to undertake any work outside of the RNRMC without prior consent from the RNRMC; all requests should be submitted to HR in the first instance who will seek the relevant approvals from the CEO.

Security Vetting

Due to the RNRMC being located on Ministry of Defence property you will be required to undertake Ministry of Defence Security Vetting. Your employment with the RNRMC, and continued employment, is strictly conditional upon the receipt of a satisfactory security clearance which is reviewed every 5 years.

Discretionary Non-contractual Benefits

Free on-site parking

7.6 weeks per annum including Bank Holidays

Hybrid working – 60% in office and 40% home working

Cycle to Work Scheme

Employee Assistance Programme through Health Assured

Life Assurance (after one year's qualifying service)

Private Healthcare Scheme (after one year's qualifying period)

Standard Life Non-contributory Pension Scheme (7% contribution after 3 months qualifying period)

Enhanced Maternity Leave Package (after 2 year's qualifying period)

3 months Sabbatical Leave – unpaid (after 5 year's qualifying period)