

Volunteer Coordinator Role and Application Details

Job Title: Volunteer Coordinator

Salary: £13/hour, 15 hours per week (working hours to be agreed)

Location: Greenwich, London (scope for some homeworking)

Duration: Initial 6-month contract with potential for extension

About Greenwich Winter Night Shelter

Greenwich Winter Night Shelter (GWNS) is a local charity which provides warmth, emergency accommodation and support for the homeless in Greenwich during the winter months. The charity was established in 2014 and, until now, has operated a rotating-venue night shelter for 15 homeless people with the support of over 300 volunteers.

This year, we are at an exciting stage of our development as we move away from the rotating model to set up a static shelter with single room accommodation. Not only will this provide more consistency and stability for our guests but will give us the opportunity to increase and develop our support provision.

About the role

We have over 300 volunteers spread across our seven venues who were previously managed by one of seven venue coordinators. As we transition to a static shelter, we will be bringing together volunteers from each venue to form one, large volunteer base.

We are therefore looking for someone to coordinate our volunteers and volunteer opportunities. You will be responsible for recruiting and training volunteers, managing a volunteer database, reporting on volunteer engagement and communicating with volunteers.

Our volunteers are fundamental to the successful operation of GWNS. We are looking for someone who is highly organised, proactive and a good communicator to coordinate volunteer engagement and uphold the values of the charity.

Key responsibilities:

- Coordinate volunteer shifts
- Manage and maintain a volunteer database
- Recruit new volunteers
- Deliver in-house volunteer training
- Coordinate external training e.g. First Aid / Food Hygiene
- Use communication platforms e.g. social media, Mailchimp and email to communicate with volunteers
- Create and amend GWNS policies relating to volunteering in partnership with the Development Manager
- Ensure all correct legal, health and safety and GDPR requirements are followed in relation to volunteering
- Develop positive working relationships with relevant local organisations specifically related to volunteering
- Be a key point of contact for volunteer welfare and wellbeing in relation to their role
- Report on volunteer engagement
- Collect feedback to review and optimise the volunteer experience
- Any other tasks as required

A successful candidate will ideally demonstrate:

- Experience in volunteer coordination / people management
- Excellent organisation, communication and interpersonal skills
- Experience in delivering training
- Working knowledge of standard IT products including MS Office and databases
- Confidence in communicating via different platforms

- Ability to work collaboratively as part of a team
- A commitment to supporting people experiencing homelessness and to preventing and ending homelessness for all

GWNS is continuing to develop and change all with the aim of developing the best outcomes for the people we support. We are keen to recruit someone who will grow with us and adapt as needed to the changing aspects of the service as they emerge.

GWNS is a charity founded and operated on Christian principles. We are committed to diversity and inclusiveness and pride ourselves on welcoming guests and volunteers of all faiths and none, regardless of sexual orientation, ethnic, cultural or socio-economic background. A successful candidate would be expected to share these values. We welcome applications from all individuals regardless of background.

How to apply

Please send a CV and cover letter outlining your skills and experience to meet the requirements of the role to Katy Ridsdill-Smith at hello@gwns.org.uk by **Monday 11 October**. Interviews will take place w/c 18 October.

Feel free to get in touch if you have any questions about the role or would like to discuss anything in more detail.

We look forward to hearing from you!