

Volunteer Recruitment Officer

Hours worked:	Full time – 35 hours per week
Contract:	January – December, with potential to extend
Salary:	£23,000 pro rata, with 6% pension contribution (based on employee 2% contribution)
Holiday allowance:	25 days per annum
Working from:	This role is a mixture between office (based in Victoria) and home based (a computer is provided). Currently all staff are working from home.

About Doorstep Library

Here at Doorstep Library we believe in the power of words to take you places. We are a not-for-profit community organisation dedicated to bringing the gift of books and the joy of reading into the homes of families who need our support. Our Home and Online Reading Volunteers go into homes in disadvantaged areas across London, to inspire a love of books, of stories and storytelling, and to instil a lifelong passion for reading.

Equipped with a reading stool and a supply of books, our volunteers are right on the doorstep, ready to use books to fuel children's natural love of stories, fire their imaginations, and encourage their appreciation of reading. Our goal is to help each child develop the self-confidence and essential skills they need to access all the opportunities that will come their way in life. Whether in person, or online, we are there to support children and families who need us most.

The organisation has gone from strength to strength. Now in our 10th year we will shortly be expanding into our fourth London borough and launching our new Online Reading Corner – bringing our unique service to even more families.

About the role

We are looking for a Volunteer Recruitment Officer to report to the Programme Manager. This full-time role will support the delivery of our Programmes strategy, working closely with the Project Coordinators and the Marketing team.

You will be truly passionate about the work that we do to support children and families in disadvantaged areas of London. As part of our expansion we are currently setting up new on-the-ground projects and launching our brand new online reading service. We are also in the process of launching a new website, which features a Family Resources area and a new members' area for Volunteers. To enable us to meet the needs of more families we need to recruit new volunteers for both our Online and our Home Reading Volunteer services.

You will be a highly organised people-person, responsible for recruiting, training and managing the day-to-day needs of our growing team of volunteers. You will also work closely with the marketing team to monitor and manage our volunteer recruitment spaces, as well as overseeing broader communications with our volunteers.

You will bring excellent communication skills and the ability to inspire others about our work. With outstanding interpersonal skills you will have the ability to forge new relationships and you'll thrive on helping us to build a team of committed and passionate volunteers.

It is also a requirement of this role that you become a weekly Doorstep Library Home and/or Online Reading Volunteer so that you can support the needs of our volunteers with an in-depth understanding of our volunteering process. (This will involve working until 7pm once a week during term-time.)

Role Specification

Volunteer Recruitment

- General volunteer recruitment, sourcing key platforms and managing online ads
- Liaise with the marketing team to ensure all ads (on and offline) are up to date and fit for purpose
- Liaise with the marketing team to deliver digital/social media recruitment campaigns
- Work with the Projects team to maximise community engagement by borough
- Research and reach out to community events/groups in new boroughs to raise awareness about Doorstep Library in the area

Volunteer Onboarding

- Oversee the management of Information Sessions for potential volunteers (on and offline)
- Run bi-monthly Information Sessions – presenting (on and offline) to audiences of up to 50 people at a time (*may require a 7pm finish time*)
- Ensure the Information Sessions presentation is up to date and fit for purpose
- Manage a bespoke in-house database – mapping the volunteer journey from enquiry through to fulltime volunteer status
- Manage a monthly Volunteer Report – updating and monitoring volunteer figures
- Process volunteer applications – ensuring all stages of the process are completed:
 - Typing up applications, uploading these to the database where necessary
 - Booking interviews in and conducting these
 - Carrying out DBS checks, collecting relevant documentation
 - Following up references for volunteers
- Run volunteer training sessions with our Lead Trainer on a regular basis, ensuring volunteers are booked in and up to date
- Help to develop and redesign our Training Programme to effectively scale up both on and offline
- Liaising with the projects team to match volunteers to key areas/projects
- Receiving and recording trials feedback
- Act as volunteer supervisor – carrying out 12 week check-ins for new volunteers and yearly supervisions for Stand-In volunteers

Volunteer Communications

- Liaise with marketing team to develop regular communications for volunteers
- Organise support at key events – sourcing and managing our volunteer attendance
- Log any complaints which might arise – liaise with projects team / SMT to deal with these
- Liaise with projects team to manage any queries a volunteer might have
- Volunteer weekly on a physical project and/or online

Line Management

The Volunteer Recruiter reports directly to the Programme Manager.
This role has no direct line reports

Person Specification

Essential

1. Excellent communication skills with the ability to communicate clearly, succinctly and in an engaging manner in person and in writing to a variety of audiences
2. Strong relationship building skills – experience of working with a wide range of people, from meeting prospective volunteers or potential donors, to developing our network of volunteers
3. Marketing experience – knowledge of using different platforms to engage with key audiences
4. Highly organised – ability to manage a number of projects and tasks at the same time
5. Experience of presenting – both on and offline to large groups of people
6. Experience managing and coordinating others – from interview through to performance management
7. Ability to generate and implement new ideas and see them through to completion
8. A positive team player, working with, supporting and encouraging colleagues
9. Ability to work flexibly, adapting to rapidly changing demands and opportunities while retaining a clear strategic focus
10. Experience of working with a database – sourcing information and building reports
11. Excellent organisation and administration skills, with the ability to pay attention to detail and use office systems.
12. Excited at the prospect of playing a vital role in Doorstep Library's expansion and growth across London and nationally

Desirable

1. A knowledge of and/or interest in children's literature/education sector
2. Experience in the voluntary sector, either as a volunteer or in a professional capacity
3. Experience of analysing data to further inform future needs and messages
4. Experience of working in a small, close knit team

How to apply: Please complete an application form outlining how you meet the criteria of the role and why you are applying, and send it to: henrietta@doorsteplibary.org.uk

Closing date: The closing date is **11.59pm Sunday 31st January**. We will arrange (virtual) interviews throughout January as applications are received, so **please apply early**.