

Urban Green Newcastle

Job Title: Volunteering and Engagement Coordinator

Salary: £25,000 per annum

Responsible To: Director of Parks and Allotments

Responsible For: Will supervise volunteers, interns and assistant staff as necessary. Some responsibility for small to medium projects and budget management.

Job Purpose:

The Volunteering and Engagement Coordinator role is integral to Urban Green Newcastle being seen as a fresh, inclusive and welcoming organisation, which not only attracts people to spend time in our parks and allotments but encourages them to support us with their time and energy. Working with colleagues and partners, the Volunteering and Engagement Coordinator will build and maintain our reputation for being the place to come for enriching, rewarding and exciting volunteering and engagement opportunities. While constantly seeking new and innovative ways of broadening our appeal, the role will develop and promote the volunteer offer, helping existing supporters feel valued and supported, and creating new approaches to inspire and motivate a diverse range of people to become involved. At the same time, the role will ensure that Urban Green Newcastle engages with as wide an audience as possible, enthusing people about our parks and allotments, encouraging more people to use and enjoy them, and using these opportunities to help build skills and capacity.

Principal Duties and Responsibilities:

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- Develop and grow an exemplary volunteering offer across the parks and allotments, providing diverse opportunities to improve the experience for current volunteers, whilst broadening the appeal and encouraging wider involvement.
- Work closely with other colleagues and partners to develop a varied programme of activities across parks and allotments, including educational opportunities, to engage and inspire the community.
- Identify, develop and manage relationships with key stakeholders (both internally and externally), members of the community and local groups, developing new areas for partnerships and joint working and inspiring new audiences to become involved with Urban Green Newcastle.

- Develop and manage strategies and systems to support the volunteering and engagement role, including creating databases, guidance, and carrying out high quality marketing and communication.
- Coach, mentor and support others (including colleagues) in developing skills to ensure Urban Green Newcastle provides a supportive environment to deliver high quality engagement and volunteering opportunities, sharing knowledge and experience to build capacity.
- Develop opportunities for skills development, educational activities, training and apprenticeships across the Urban Green estate, in association with key partners.
- Research and analyse trends in volunteering and engagement, to innovate and pilot new ideas, and undertake evaluation to ensure continual improvement.
- Establish effective systems to identify and manage the risks associated with volunteering and engagement activities, and ensure that these processes are followed to comply with the relevant national legislation and guidance, and internal policies.
- Lead on, or support, the development of projects and plans, in close association with partners where possible, and contribute to their financial monitoring and delivery.
- Seek creative solutions for funding Urban Green Newcastle activities, and support the production of funding applications, accreditation applications or bids, and monitor any budget allocated.
- Actively promote Urban Green Newcastle, and reflect the passion and commitment required to build a new organisation that is striving to be the best in all we do.

Person Specification

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Category	Essential	Desirable
Skills, Knowledge and Aptitudes	<ul style="list-style-type: none"> • Sound understanding of volunteering principles, trends and practice. • Good understanding of partnership and community engagement and participation • Excellent written and verbal communication skills, able to engage confidently with diverse groups of people 	<ul style="list-style-type: none"> • Inspiring leadership skills, including coaching, motivation and communication. • Knowledge of Health and Safety compliance requirements and experience of producing risk assessments for day to day operations
Qualifications and Training	<ul style="list-style-type: none"> • Appropriate qualifications (Level 3 or above), or equivalent level of vocational experience 	<ul style="list-style-type: none"> • Evidence of continuing professional development and personal skills development
Experience	<ul style="list-style-type: none"> • Proven track record of innovating, leading and developing volunteering and engagement offers and programmes. • Experience in people management, including coaching, motivation and communication. • Experience of planning and delivering inspirational engagement activities 	<ul style="list-style-type: none"> • Experience of educational work, including training and development. • Involvement in identifying new opportunities for income generation, submitting and monitoring funding bids • Experience of supporting and leading projects
Disposition	<ul style="list-style-type: none"> • Excellent people skills, creating a warm welcome across our parks and allotments, and enabling strong relationships both internally and externally 	<ul style="list-style-type: none"> • Commitment to achieving value for money, spending wisely and to agreed sustainability standards

	<ul style="list-style-type: none"> • Sensitivity, empathy and tenacity, able to work with other peoples' agendas and adapt approach and style. • Commitment to delivering the highest quality customer service standards • Self-reliance and the ability to problem solve, working with a minimum of supervision 	<ul style="list-style-type: none"> • Demonstration of continued desire to learn and develop new skills
Special Requirements	<ul style="list-style-type: none"> • Ability to undertake any other duties to support the operations of the organisation as and when required. • Ability to work evenings and weekends as and when required 	<ul style="list-style-type: none"> • Advanced IT skills and familiarity with databases and social media.