**Job Description**

|  |  |
| --- | --- |
| Job Title:  **Volunteer Co-ordinator (Pantry)** | |
|  | |
| Department  **HR Department** | Team |
|  | |
| Reports to (Job Title)  **HR Manager** | |
|  | |
| Responsible for (number of supervisees) | Job Grade |
|  | |
| Location | Contract Type  **FTC – until 31st March 2026**  **15 hrs per week – Working Thursday and Friday** |

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

**Purpose of the Job**

TheVolunteer Coordinator (Pantry) role is to recruit, support, and coordinate a team of dedicated volunteers who will help run the Your Local Pantry scheme, ensuring the Pantry operates smoothly, reflects the values of the community, and meets the needs of its members.

This role ensures that the right volunteers are in place—people who are not only available when needed but also share the Pantry’s values of dignity, inclusion, and community. By working closely with the Pantry Manager and other coordinators, the Volunteer Coordinator helps build a reliable, motivated team that can sustainably support the Pantry’s mission.

**Main duties and responsibilities**

1. Recruit, interview and onboard new volunteers to support the Pantry operations.
2. Build and maintain positive relationships with volunteers, ensuring they feel valued and supported.
3. Engaging with the volunteers to help them develop through supervisions and regular catch ups. Suggesting training and other opportunities that are available.
4. Coordinate rotas and match volunteers to appropriate roles based on their availability and interests.
5. Work closely with the Pantry Manager and other Volunteer Coordinators to plan volunteer coverage and identify any gaps.
6. Help deliver induction and ongoing training to volunteers, supporting their development and confidence.
7. Raise public awareness of both the need for and the role of volunteering.
8. Promote a positive and inclusive volunteer culture that aligns with the ethos of *Your Local Pantry*.
9. Maintain accurate volunteer records and support monitoring and reporting of volunteer engagement.
10. Encourage volunteer journal completion for those it may be beneficial.
11. Arrange and support regular group volunteer catch ups to help form a volunteer group that are empowered to help the Local Pantry or the YMCA in anyway available.
12. To ensure that volunteers are given the appropriate training and support to be successful in their volunteering roles.
13. Recruit 15–20 volunteers within the funded period to support the successful delivery of the Pantry scheme.
14. To support staff to work effectively and cooperatively with volunteers.
15. To help deliver an effective marketing campaign to engage volunteers, including the use of social media. Promote the organisation, its volunteer efforts and its accomplishments internally and externally.
16. To help organise and run regular volunteer social and support events with other volunteer coordinators.
17. Attend career days, job fairs and community events to advertise our volunteering opportunities. Producing marketing materials for these.
18. Evaluate and improve the volunteering process and experience.
19. Provide case studies demonstrating journey travelled.
20. To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
21. Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
22. Undertake such other duties as may reasonably be required.

**Person Specification: Volunteer Coordinator**

|  |  |  |  |
| --- | --- | --- | --- |
| **Attribute** | **Essential** | **Desirable** | **How Identified** |
|  | | |  |
| **Experience** | * Experience of line management * Recruitment experience, advertising, interviewing | * Training / Induction experience * Volunteer Coordination * Experience in delivering training or volunteer inductions. | * Application Form * References * Interview |
|  | | |  |
| **Knowledge** |  | * YMCA North Staffordshire business and local community * Knowledge of food poverty, community food projects, or similar initiatives. * Familiarity with safeguarding and data protection practices. | * Application Form * Interview |
|  | | |  |
| **Skills/Personal Qualities** | * IT proficient and the ability to use Office Suite: Word, Excel, Outlook, databases, SharePoint. * Strong communication skills – both written and verbal * Excellent interpersonal and organisation skills. * Ability to organise, motivate, inspire and support volunteers from diverse backgrounds. * Interviewing skills * Ability to build strong relationships whilst maintaining professional boundaries. * Ability to work effectively in a team situation and on own initiative. * Ability to plan and manage own workload, achieve agreed targets and objectives and evaluate outcomes. * Commitment to the values of dignity, inclusion, sustainability, and community empowerment. * Enthusiastic * Willingness to attend training and staff development in relation to the post and asset development. | * Full driving licence |  |

Special Notes

This appointment is subject to:

* Enhanced DBS clearance
* 2 references
* The employee will be expected to undertake any appropriate training provided by the employer to assist them in carrying out their duties
* Occasional attendance at conferences and training courses requiring overnight stays

Sign……………………………………………………………………………. Date…………………………………………………….