

## **Job Description**

**Job Title:** Activities & Volunteer Co-ordinator

**Salary:** £28,825 per annum FTE (£23,060 pro-rata) + 10% company pension on successful completion of probation

**Contract:** Permanent

**Base:** The Brain Charity, Norton Street, Liverpool, L3 8LR

**Hours:** Part-time - 30 hours per week

**Responsible to:** Interim Head of Services & Projects

## **About The Brain Charity**

Life for any of us can change in an instant. Experiencing a road traffic accident, a major stroke or being diagnosed with dementia can happen completely unexpectedly and can change our lives forever.

There are hundreds of different neurological conditions including stroke, brain tumour, brain injury, Alzheimer's disease and many rarer ones too.

The Brain Charity offers emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers.

## **Role Summary**

The Activities & Volunteer Co-ordinator will lead on the planning, coordination and delivery of an inclusive programme of activities, events and services at The Brain Charity. This role is responsible for the day-to-day management of these services, the recruitment and supervision of volunteers, and the development of partnerships to enhance wellbeing opportunities for service users. The Co-ordinator will ensure high-quality engagement, effective safeguarding practices, and continuous evaluation of impact across all volunteer-led initiatives.

## **Key Responsibilities**

### **Activities**

- To develop and promote a regular programme of engaging and inclusive activities, classes, events and outings to be delivered within The Brain Charity's Centre, online and out in the wider community.
- To seek out and work with local initiatives / organisations which may be able to offer free activities to our service users and promote health & wellbeing.

- To manage the day-to-day running of the activities programme, dealing with any issues and escalating safeguarding concerns to designated persons as necessary.
- To recruit, induct and supervise Activity providers and volunteers in line with The Brain Charity's recruitment processes.
- Support with the ongoing development of the CRM in order to strengthen the organisational ability to monitor outcomes and track client experience through client activity evaluation.

## **Events**

- To co-ordinate and assist at one-off events throughout the year that support the interaction and connection of service users. These will be advised as necessary.

## **Volunteer Co-ordination**

- To manage the full lifecycle of all volunteers, ensuring a robust recruitment, training and supervising process is in place.
- Deliver a comprehensive induction and orientation programme where volunteers are introduced to the company's culture, policies and their specific roles.
- To liaise with Managers regularly to discuss the supervision and support of volunteers and any additional requirements or training needs they may have.
- To co-ordinate and organise volunteer meetings, social events and rewards.
- To act as the key connector between our volunteers and the charity, keeping them up to date with key information and news.
- To co-ordinate and support corporate volunteering days in collaboration with our Fundraising department.
- To oversee the onboarding and management of all short-term internships and placements that are made available to the charity.
- Ensure all processes are efficient and compliant with data protection regulations.

## **Other**

- Work to The Brain Charity's policies and procedures.
- Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
- Assist and support volunteers within the team as and when required.
- Carry out any other reasonable tasks which may be required by the charity from time to time.
- Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.

### Person Specification

Area	Detail of requirements	Essential / Desirable
Qualifications	Educated to CSE/GCSE level or equivalent.	E
	A-levels and/or relevant vocational qualifications.	D
	Degree or equivalent in relevant area.	D
	Activities or Personal Training delivery qualification.	D
Skills & Abilities	Strong organisational skills.	E
	Excellent I.T. skills	E
	Accurate record keeping and report writing.	E
	Ability to manage multiple priorities and projects simultaneously.	E
	Excellent interpersonal and communication skills, both written and verbal.	E
	Ability to communicate with people from a wide range of backgrounds and with a wide range of abilities.	E
	Experience using a Customer Relationship Management (CRM) system or volunteer management software.	D
Knowledge & Experience	Ability to analyse feedback and data to improve service development.	D
	Experience of organising activities / events.	E
	Experience of working with volunteers.	D
	Experience of working with people who have a disability and or a neurological condition.	E
	Understanding of the principles of equality, diversity and inclusion.	D
	Knowledge of local community organisations and	D

	services, particularly those related to health & wellbeing.	
Personal Attributes	Confident and outgoing.	E
	Commitment to equal opportunities.	E
	Resilient and resourceful.	E
	A compassionate and empathetic attitude towards people living with neurological conditions.	E
	Willingness to work outside normal office hours	E
Other	Satisfactory completion of an enhanced DBS Check.	E
	Commitment to the Mission and Values of The Brain Charity.	E

In addition to those elements listed above, staff and volunteers at The Brain Charity work to a set of core values.

#### **Our values are:**

##### **Kindness**

We genuinely welcome everyone to our Charity and believe that each person has a unique talent and the ability to make the world a better place.

##### **Commitment**

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

##### **Authenticity**

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and compassion delivered within our services.

##### **Courage**

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

##### **Optimism**

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.