

Abbey Community Centre

Voluntary role: Volunteer Coordinator at Abbey Community Centre

We're looking for an enthusiastic, resourceful person with a passion for the charity sector to join us for **7 hours per week** as our new Volunteer Coordinator (unpaid voluntary role).

Volunteers are at the heart of Abbey Community Centre, Kilburn. The recruitment and retention of volunteers is what enables us to run so many of our **award-winning projects**, from our Kilburn Good Neighbours befriending scheme to our monthly Community Lunch. These **combat social isolation** and boost the physical and mental health of some of the most vulnerable people in our community, and it's our volunteers who make it happen.

You might be recently retired and looking to **do something meaningful and sociable** in your community - how about **using your skills** to support a fantastic small charity operating at a grassroots level? Alternatively you might be studying or looking for work in the charitable sector generally: this is a fantastic way to **gain experience** in volunteer recruitment, project development, admin, marketing and much more!

You'll **receive a reference** after volunteering in the role with us consistently for three months. You will also gain access to **training opportunities**, related local professional networks, and a steady supply of tea, coffee, cake of course! (and occasional delicious lunches cooked from scratch by our centre's various cooking groups) Reasonable **travel and lunch expenses** will be reimbursed. Hours are flexible and you will be supported by our friendly staff team.



Abbey Community Centre, 172 Belsize Road, Kilburn London NW6 4BJ

T: 020 7624 8378 W: abbeycc-kilburn.org.uk

E: reception@abbeycc-kilburn.org.uk

Charity no. 295191 Ltd company: 2028600



Abbey Community Centre

As our Volunteer Coordinator, you would be:

- **Maximising interest** in our volunteer opportunities through print publicity, online listings, social media, collaborations with other organisations, volunteer recruitment fairs, local community noticeboards, and hosting events at the centre.
- Responding by email or phone and in person to new **volunteer queries and applicants**.
- Provisionally assessing volunteer applicants' suitability for activities/functions they're interested in supporting; help **match prospective volunteers to activities** and roles they're best suited to. Forwarding volunteer applications to staff overseeing activities or functions applicants wish to support.
- Coordinating necessary **paperwork**: application forms, references and DBS checks for new volunteers.
- Administering our centre's Volunteer **database**, ensuring all volunteering hours are captured and recorded.
- Organising **volunteer get-togethers** and 'thank you' events; produce and circulate centre volunteers' **newsletter** once a quarter.
- Periodically **surveying our volunteers** to assess how volunteering with us enriches their lives; ensure volunteer **case studies and stories** of volunteers' contributions are routinely gathered.

Note: post-holder doesn't have overall responsibility for volunteer selection, induction, training or day to day support. These responsibilities fall to staff volunteers are assigned to.

Skills you need

Strong IT skills – Microsoft Word, Excel, email and internet, relevant apps such as WhatsApp. Social media and Canva experience a plus though not essential.

Ability to communicate warmly and effectively with people of all ages and backgrounds

Understanding of why people volunteer and the needs they may have

A quick learner with an ability to follow instructions and ask for help when necessary

Experience in the charity sector, customer service, marketing or admin and/or having volunteered for an organisation previously is a plus though not essential.

If you have any queries, please email vol-ops@abbeycc-kilburn.org.uk or call us on 020 7624 8378. **To apply, please send a CV and a brief cover letter outlining your suitability to the same address.**



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