**VOLUNTEER COORDINATOR**

**Our Charity:**

The Mix is an exciting new Charity that has had huge success with campaigns, media and events over the last 12 months. We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry’s Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges.

The Mix is a free, confidential information and support service for under 25s, making a massive difference to over 2 million young people’s lives in the UK each year.

Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

Today’s young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix’s mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

With a fantastic team who are passionate about supporting young people, The Mix is an excellent environment to work in.

**Main purpose**

To support the recruitment and retention of volunteers to our new helpline hub in Nottingham

**Deliverables**

* Promote the volunteering opportunities at our new helpline hub.
* Maintain a positive volunteer experience from recruitment to on-going retention.
* Develop positive and productive relationships with key volunteer stakeholders.
* Contribute to the development of the volunteer journey.

# Reporting to:

* Hub Manager (Nottingham)

**Location:**

* Flexible for the right candidate. Either based at the Charity’s Nottingham or London service hubs. Potential for remote working with regular travel to these hubs.

**Main tasks**

* Process volunteer applications (including DBS and reference checks), conduct volunteer interviews and book applicants onto relevant training courses
* Develop and maintain relationships with key volunteer stakeholders such as universities and volunteer centres in the Nottinghamshire area
* Support the promotion of volunteer opportunities, including attendance at events
* Help maintain and develop the volunteer portal to create a positive, informative and social experience for The Mix volunteers
* Promote communication, interaction and peer support between volunteers
* Co-ordinate training sessions for our Nottingham helpline hub, including sourcing and booking external venues when required
* Support the maintenance and upgrades of The Mix learning management system
* Analyse volunteer impact and training data providing reports where needed
* Any other duties as required

**Person Specification**

Essential

* Understanding of how to recruit and retain volunteers for on-and offline opportunities
* Understanding of the variety of motivations for volunteering and the ability to promote opportunities that encompass these
* Ability to analyse data and produce reports
* Ability to develop trust with others and understand what motivates them
* Good attention to detail, time management and good organisational and administration skills
* Strong interest in the issues that affect young people.
* Self-starter with the ability to work on own initiative and as an active team member.
* Very confident using Microsoft Office, databases and other online applications
* Excellent written and oral communication skills

Desirable

* Experience of recruiting and retaining volunteers
* Experience of working on a helpline
* Familiar with Better Impact

# Terms and Conditions

**Salary:** £20,000-25,000 pro rata depending on experience

**Contract:** This is a 5 month fixed term contract

**Hours:** This post is for 5 months, 15 hours a week between Monday -Friday

potentially some weekends.

**Pension:** 1% employee contribution secures 3% employers’ contribution to stakeholder

pension scheme.

**Annual leave:** You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory

Bank Holidays during each year.