

Role Specification

Position:	Youth Hub & Volunteer Coordinator
Reports to:	Centre Manager
Key Relationships:	Directors, Management & Operational Staff Local Authority SEN team, Jobcentre Plus Partner Agencies, Schools, Colleges, Employers and parents/carers
Annual Leave:	28 days inclusive of statutory bank holidays
Place of Work:	based at Torquay – also working in Totnes, Newton Abbot & Paignton - also required to work at other sites as directed <i>(Must be capable of travelling for business related purposes)</i>
Contract:	Full Time 37.5 hours p.w. <i>(Fixed term to 31st March 2021)</i>
Salary Band:	£19,500 - £22,500

This role is subject to an enhanced DBS check with a 6-month probationary period.

Overview:

The following role is for a member of staff who will be working for Eat That Frog CIC to support participants in the Youth Hub project and the wider company. This role will operate flexibly in meeting the needs of the business and our customers. Volunteering is considered by ETF as a stepping stone for people to gain skills in their journey to paid work, and is therefore time limited within ETF. The role could mean working on assignments that will change from day to day for example:

- Ensure current and accurate information is maintained for all Youth Hub participants and Eat That Frog volunteers, meeting company, contract, legal and requirements
- Undertaking administrative tasks and duties to ensure the smooth running of the Youth Hub project.
- Being first point of contact for Youth Hub queries.
- Working with Finance team to ensure accurate reporting and invoicing.
- Supporting Marketing Manager with development and operation of a community-focused volunteer programme within Eat That Frog.

Key Objectives:

Objective	Measured by
• Engage and retain learners	<i>Attendance data, retention data</i>
• Ensure high quality, customer-focused service	<i>Service feedback, observation</i>
• Build learner confidence and self esteem	<i>RARPA, distance travelled</i>
• Develop opportunities for learners to gain experience	<i>Work experience, trips, visits and community projects</i>
• Demonstrate positive interpersonal relationships	<i>Behaviours, feedback</i>
• Demonstrate benefits of the service	<i>Case Studies</i>
• Enable learners to achieve outcomes	<i>Achievement, destination data, Outcomes</i>
• Demonstrate high quality work	<i>Audit, Accuracy, timeliness</i>
• Demonstrate positive interpersonal relationships	<i>Behaviours, feedback</i>

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<ul style="list-style-type: none">• Ensure a safe and healthy environment	<i>Risk assessment, Safeguarding/Prevent records</i>
<ul style="list-style-type: none">• Achieve a positive fun and interesting work environment	<i>Learner/volunteer voice, feedback</i>

Responsibilities:

- ✓ Being first point of contact for the Youth Hub & Volunteer programme for internal and external queries
- ✓ Support mentors and project lead with delivery of project activities and outcomes for participants
- ✓ Support young people with completing application forms as required
- ✓ Identify ETF and external volunteering placements
- ✓ Identify skills needs for volunteering roles
- ✓ Match youth hub participants and wider ETF volunteer applicants to volunteering opportunities
- ✓ Provide regular supervision and mentoring to volunteers
- ✓ Support volunteers to develop exit strategies and progressive outcomes after volunteering
- ✓ Work with key partners from Jobcentre Plus (Employment Advisors), CSW and SEND teams to enable volunteers to access support to progress and achieve their aims
- ✓ Undertake risk assessment for volunteer placements
- ✓ Identify and arrange job coaching and employment support for volunteers moving into work experience, work trials or paid work (through DWP Access to Work)

Administration:

- ✓ To provide efficient and effective administrative support to staff on the Youth Hub project, maintaining accurate records within contract, legislative and company requirements
- ✓ To ensure data is held in accordance with GDPR regulations and can fulfil data access requests
- ✓ Undertake administration for the Volunteer programme, including:
 - application and selection process
 - DBS & Reference checks
 - training needs
 - record-keeping for all volunteers
- ✓ To provide reports with statistical information to Senior Management Team as required

Finance:

- ✓ To control expenditure within agreed budgets

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- ✓ To provide the Finance Manager / payroll team with:
 - accurate and timely data and assist with logging claims
 - record financial transactions as required
- ✓ Maintain petty cash system for the project

General

- ✓ Participate in ETFG continuing professional development programme
- ✓ Use ICT as designated appropriate to the nature of the role
- ✓ Demonstrate a positive commitment to the maintenance of a culture of continuous quality improvement and innovation
- ✓ Assist with gaining and maintaining quality standards (e.g. IIP and MATRIX) within ETFG
- ✓ Comply with all Company Policies and legal requirements
- ✓ Assist with gaining and maintaining the IIP, MATRIX and other standards within ETFG
- ✓ Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding and the promotion of Equal Opportunities at all times
- ✓ Travel as required for business to support other ETFG establishments to meet other business needs.
- ✓ Maintain and promote your workplace as a clean and healthy environment
- ✓ Undertake any other duties required by senior management.
- ✓ Promote a positive image of ETFG as a professional organisation.

Safeguarding: ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment.

Person Specification	Essential	Desirable
Qualifications		
Vocational Subject at Level 2 or above that relates to: <ul style="list-style-type: none"> • <i>Information Advice & Guidance</i> • <i>Customer Service</i> • <i>Business & Administration</i> • <i>Finance</i> Or similar	✓	
Literacy/Numeracy level 2 or equivalent	✓	
Skills & Experience		
At least 2 years' administration experience, with finance responsibility		✓
Customer service experience	✓	
Good knowledge of Microsoft Office and ICT systems	✓	
Ability to work within financial budget controls	✓	
Experience of maintaining administration systems	✓	
Experience of working to company policies	✓	
Ability to maintain accurate records	✓	
Ability to meet legal requirements, with a current understanding of data protection, freedom of information and other legislative requirements	✓	
Good attention to detail skills	✓	
Excellent written communication and good range of vocabulary	✓	
Personal & Work-related attributes		
Demonstrate excellent personal hygiene	✓	
Demonstrate positive attitude	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Work calmly under pressure	✓	
Work effectively as part of a team	✓	
Work under own initiative and able to take instruction	✓	
Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	