



## Job Recruitment Pack Volunteer Co-ordinator

### Welcome to SHARe Knowsley



Thank you for your interest in the post of Volunteer Coordinator at SHARe Knowsley.

This is an exciting opportunity for you to support our volunteers, who are the lifeblood of SHARe Knowsley. From its humble beginnings as a simple coffee morning, eight and a half years ago, volunteers have been at the very heart of our organisation. Many of our volunteers are from the local community and have been with us since the very beginning. We pride ourselves on the fact that friendship, acceptance and a warm welcome is at the heart of everything we do. We are committed to supporting everyone we work with to acquire the skills and confidence they need to flourish. We have several clients and former clients who volunteer with us, one has become a trustee and two now have paid employment with us.

SHARe is now a well-respected grassroots charity, committed to welcoming, supporting and empowering refugees and people seeking asylum who live in the borough of Knowsley, Merseyside, as they rebuild their lives. The name SHARe stands for *Supporting and Helping Asylum Seekers and Refugees* and reflects our core philosophy of sharing our lives with everyone we meet, regardless of their background, story, language, race, faith, gender, or sexual orientation.

SHARe has a team of nine paid staff and approximately forty plus volunteers, focused on delivering high quality person-centred support and advocating for changes in our community that improve the lives of those we serve.

If you would like to find out about SHARe or the role, or need any support in applying, I invite you to attend an informal drop in session, at our office (Old School House, St John's Road, Huyton, L36 0UX):

- Tuesday 29<sup>th</sup> April 3-5pm
- Tuesday 6<sup>th</sup> May 5-7pm

I hope that after looking through the pack you feel this role might be for you, and look forward to hearing from you.

**Pablo Guidi, Chief Executive Officer**

## About the role

**Application deadline:** 12 noon, Monday 19<sup>th</sup> May

**Email to:** pablo.guidi@shareknowsley.org.uk

**Interviews:** Thursday 5<sup>th</sup> June 2025

The post holder will coordinate a passionate and dedicated team of volunteers, ensuring that our programmes are effective, sustainable, and aligned with our mission to help refugees thrive, not just survive.

The post holder will therefore have good organizational skills and enjoy communicating with new and existing volunteers. The post supports the wider organization – especially the casework and community work, so an awareness of this is helpful.

The Volunteer Coordinator will bring structure to the volunteering action that occurs at SHARe – including updating our training and support programmes and policy. This will enable share to take its next exciting step as a community organization.

The post is currently a 3 days/week, with the opportunity to work flexibly across the week. It is based at the SHARe Knowsley office and drop in venues (currently in Kirkby and Prescot). Whilst team working is important, the post-holder must be able to work effectively on their own.

## Job Description (Main duties & responsibilities)

The purpose of this post is to support an established team of volunteers and recruit and train new volunteers. It is a role that will ensure volunteers remain up to date with training and abreast of information important to giving clear support to refugees and people seeking asylum. (The percentages in brackets give an estimated distribution of time spent in each area).

1. Provide support for volunteers (15%)
  - a. Ensure regular and effective communication with volunteers via a variety of methods: e-mail, letters, newsletters, meetings, telephone, etc.
  - b. Provide volunteers with on-going training and development opportunities
  - c. Ensure volunteers have periodic project review meetings, as well as appropriate social activities
2. Coordinating volunteer activities (25%)
  - a. To have oversight of volunteers at drop in/ English classes ensuring
    - i. volunteers are available
    - ii. resources are available at site (e.g. food or clothes for drop in)
  - b. Outreach volunteering such as befriending
  - c. Back office volunteering (e.g. clothes sorting, admin)
  - d. Ensuring that volunteers have appropriate roles and ways to progress
  - e. Respond to any issues that arise that might then require training or reorganising of practices/policy

3. Recruit and train new volunteers (15%)
  - a. Development of volunteer roles and opportunities in response to volunteer, staff and client feedback
  - b. Co-ordinate the advertising, recruitment and assessment processes to ensure equality of access to volunteer roles
  - c. Provide induction training for all volunteers to enable to fulfil their role (including health, safety and safeguarding)
  - d. Ensure that volunteers understand the purpose, importance and process of data collection, case recording and monitoring systems and that they use them effectively where and as appropriate
4. Ensure quality assurance, monitoring and evaluation (10%)
  - a. To develop and maintain volunteer policies and procedures in line with best practice (e.g. [www.ncvo.org.uk](http://www.ncvo.org.uk) or Investing in Volunteers)
  - b. Maintain an up to date knowledge of relevant and recognised best practice guidelines, policy requirements, employment law and quality standards in relation to volunteering input and management
  - c. Co-ordinate specific client well-being events on a regular basis, engaging volunteers and other staff to support event development, organisation and delivery
  - d. Maintain written accurate records on volunteer details and activity and other information as required, providing written and verbal reports as required
5. Additional duties relating to post (10%)
  - a. Deliver and arrange access to training for team colleagues in relation to the above, where required
  - b. With the CEO ensure that volunteers operate at all times within the principles of impartiality and confidentiality, in accordance with SHARe Knowsley's vision, values, principles, policies and procedures
  - c. Engage in relevant external meetings/ networks/ forums as agreed with the line manager
6. For SHARe Knowsley (10%)
  - a. Actively participate in supervision and appraisal, review and planning sessions, team meetings, working groups and staff conferences and other meetings
  - b. Carry out administrative duties associated with the post as required
  - c. Work within SHARe Knowsley's policies, procedures, guidelines and other agreed documents

The post holder may be asked to reorganise her/his work in order to help the organisation to respond to changes in the type and extent of the need, which can arise from time to time in work with refugees. This would be done in a way consistent with the purpose of the post, and in consultation with the post holder.

## PERSON SPECIFICATION - Volunteer Coordinator

All experience may be paid or voluntary, full or part-time, in the UK or overseas. SHARe Knowsley values different and creative ways of managing people. Candidates will be short-listed on the following specifications, and should write about each of them in the application form.

Job Title	Volunteer Coordinator	
Requirements	Essential (E); Desirable (D)	Application (A); Interview (I); Task (T)
<b>Knowledge and understanding</b>		
Understanding the needs, experiences and hopes of people seeking sanctuary (e.g. people seeking asylum or who have refugee status).	E	A, I
Knowledge of how adults learn and understanding of how to apply this when working with volunteers/staff from diverse backgrounds (e.g. recruitment, training and evaluation etc.)	E	A, I, T
<b>Skills</b>		
Good communication skills that demonstrate good listening and ability to adjust communication for diverse audiences	E	A, I
Experience of using IT skills, demonstrating clear communication of ideas (Word, PowerPoint etc.), accuracy with numbers (Excel etc.) and creative application (social media posts, Canva etc.)	E	A, T
Skilled in reflective practice, demonstrating ability to identify what is working well and solutions to problems, using this to develop and improve the volunteering programme.	E	A, I
Good organisational skills demonstrated by ability to plan, deliver and monitor multiple activities.	E	A, T
<b>Experience</b>		
Experience of working with organisations (e.g. schools, faith groups, charities, local authorities) that demonstrates ability to develop partnerships and sustain working relationships.	E	A, I
<b>Personal</b>		
Commitment to the values of SHARe Knowsley (Dignity; Inclusion; Compassion; Empowerment ; Collaboration; Integrity; Flexibility)	E	A, I
Enjoy working within small, creative and dynamic team, whilst able to work independently and exercise initiative.	E	A, T
<b>Education and qualifications</b>		

Appropriate level of education that ensures high level of literacy.	E	A, T
Qualification in coordination/management (e.g. volunteer or community work; project management etc.)	D	A
Clean driving licence (with access to a car – SHARe can meet additional business insurance cover if appropriate)	E	A

<b>Job Information</b>	
Job title:	Volunteer Co-ordinator
Salary:	£23,896 – £27,810 (pro rata 21hrs) (depending on experience, usually starting at the lower end of scale)
Term	The post is 3 day (21hours) per week for a term of two years (with possibility of extension subject to funding)
Hours of work:	The working day being 7.5 hours with a daily unpaid lunch break of 30 minutes each day if you are working more than 6 hours in a day. The post-holder must be prepared to have some flexibility with their working hours, in line with the requirements of the post (e.g. evening work or weekend work). Working hours for this post may be spread over the week (e.g. 4 or 5 days) as long as this do not impact delivery with volunteers/ clients.  It does require work on Monday and Tuesday mornings.
Paid holidays:	25 days plus 8 Bank Holidays
Pension:	Employer will contribute 3% of eligible pensionable salary to Smart Pension Scheme
Expenses:	Expenses will be paid at the statutory rate in accordance with staff policy
Probationary Period	6 months
Accountability:	The postholder will report to the CEO
Equipment:	A laptop and phone will be provided

Places of work:	<p>Old School House, St John's Road, Huyton, L36 0UX</p> <p>As and when required at Weekly Drop Ins:</p> <ul style="list-style-type: none"> <li>• Methodist Church, Atherton St, Prescott, L34 5QN</li> <li>• Kirkby Christian Fellowship Church, Old Rough Lane, Kirkby, L33 0YL</li> </ul> <p>There is scope for remote working e.g. from home according to demands of the job.</p>
General	The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.
Confidentiality	The post-holder must maintain the confidentiality of all information and records relating to the work of SHARe Knowsley, in accordance with the organisation's procedures and policies.
Equal Opportunities	SHARe Knowsley is committed to equal opportunities, anti-discrimination and anti-oppressive policy and practice. No one we have contact with may be discriminated against, either directly or indirectly on the grounds of gender, race, nationality, religion, cultural group, marital status, sexual orientation, age or impairment.
Notice:	One month's notice of termination of employment on either side.
Diversity	SHARe strongly encourages applicants from Black, Asian and other diverse ethnic backgrounds
Disability:	We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities.
DBS	Employment in these posts is subject to satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are therefore not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act.
Right to work	SHARe will check that all prospective employees are eligible to work in the UK prior to them commencing employment. If you are unsure of your right to work you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas <a href="https://www.gov.uk/check-uk-visa">https://www.gov.uk/check-uk-visa</a>

## Recruitment and Selection at SHARe Knowsley

Please read the following carefully before completing your application form

Applicants should submit an **application form**, including names and contact details of **two referees**, describing how they meet the requirements of the post and the person specification, and a completed **equal opportunities form** – to arrive no later than **12 noon, Monday 19<sup>th</sup> May** email to: [pablo.guidi@shareknowsley.org.uk](mailto:pablo.guidi@shareknowsley.org.uk) stating the Job Title you are applying for, in the Subject line of your email.

We'd love to hear from you. If you have any questions or want to find out more contact Pablo on 07915 252300.

(If you are able to email your application, we would appreciate it – as this makes it simpler for us to circulate your application to the short-listing panel and also saves paper! However, we will also accept paper-based applications by post and this won't count against you in any way.)

**Interviews** will take place on **Thursday 5<sup>th</sup> June 2025, at SHARe offices in the Old School House**

## Additional information on completing your application

### 1. Selecting the best person for the job

As part of SHARe Knowsley's commitment to equal opportunities all applicants are treated fairly throughout the recruitment process. It is vital that you take care to complete the application form as fully as possible. The information in it will guide us in considering whether you have the right skills and/or experience for the job. We cannot make assumptions about your experience or skills – please spell them out.

### 2. Job description and person specification

The **job description** describes the duties of the job. It sets out the range of responsibilities and tasks.

The **person specification** describes the person we are looking for by describing the experience, skills and abilities needed to do the job. We will be looking at your application form to see how you fit the person specification – the extent to which you have the relevant skills and experience.

You need to consider:

- is the job description one you are interested in?
- do you think you have the skills and experience to apply for the vacancy?
- can you demonstrate this in your application?

### 3. The application form

#### i) Personal Details

Make sure that your contact details (name, address and post code, email address and telephone number/s) are clearly written or typed. If your details change after sending in your form please let us know as soon as possible.

Other personal details will not be used as part of the selection process unless there is a Genuine Occupation Qualification (GOQ) which applies to the post. For example, if a post requires that a woman be appointed. A small number of jobs can be specified as requiring a GOQ where certain criteria apply.

#### ii) Education, Qualifications and Training

Give a list of formal and informal training relevant to the job. Formal training is that which is certified, a degree, for example. Sometimes we ask for specific qualifications. You may need to provide information so we can assess whether you meet the qualification requirements, such as relevant qualifications for social work or accountancy.

#### iii) Present and previous employment

Starting with your current or most recent employer, list all the employers you have worked for. Provide the job title and the period you worked for them. If possible give the exact dates, for example 25/2/02 to 31/3/07. Describe the **main duties** of the post in one or two sentences only.



This information may be used to assess whether you meet the experience required for the vacancy. Check that the dates are correct and in order.

#### iv) Application questions

This is probably the most important part of the form. You have to make a case here for selection. Do not repeat your career history. Use only the relevant parts, drawing out the skills you have developed. **Please do not send a CV as it will not be considered.**

Do not just repeat what we're asking for. You have to demonstrate how your experience matches the criteria.

An example of meeting the criterion "*Ability to write clearly*" in the person specification might be met by the following:

*In my last job, I produced written reports (or minutes), prepared agendas, and distributed relevant papers to the Resources Group Committee, recognising the need to be able to sum up points clearly and confidently, set out actions, and provide an accurate summary of the meeting, proof reading the final copy. I enjoy writing and believe I express myself well.*

In considering your experience, remember all of your previous work and draw on this to demonstrate that you have the necessary skills. Do not forget other relevant experience outside work, such as community/voluntary/ leisure and other interests – if they contribute to meeting the person specification. Describe any relevant skills this has helped you develop.

Remember, it is your skills and abilities **relevant to this job** that we are looking for. You do not have to write several pages in support of your application, but rather focus on ensuring you meet the essential criteria in the person specification.

#### v) Some general points to bear in mind

- Your form should be written in a concise, well organised and positive way. Use active words such as *I organised, or I planned, or I do.*
- It may help you to do a rough draft first. This avoids mistakes and allows you to organise your application properly.
- The selection panel members will be reading many applications so if completing the form by hand please use clear handwriting in an organised way.
- Do not send in the same application for different jobs – pay attention to the requirements listed in the person specification for each job.
- If you have any queries, call 07915 252300 and ask for clarification.

#### vi) Legal and organisational requirements when filling in an application form

**Rehabilitation of Offenders Act 1974:** You should not sign the application form without being clear about what you have to reveal about yourself. For instance, you do not need to disclose convictions which would be deemed as being spent under the Rehabilitation of Offenders Act 1974, or cautions, reprimands and final warnings which are over five years old, unless they are exempt from the Act. If you are not sure about what declarations to make, you should ring a Human Resources Adviser at

SHARe Knowsley, who will give you confidential information about declarations (see Application Form).

**Referees:** These must be known to you in a work capacity, and should be your line manager. If this is not possible you should clearly explain the relationship and the reason for giving another person as a referee. It may be someone who can comment on your ability, skills, experience, for example, a community leader you have been doing community work with, setting up a crèche or sports club, etc.

**The Immigration, Asylum and Nationality Act 2006:** You will be asked to provide evidence for your legal right to work in the UK (valid passport, UK Birth Certificate or share code) to interview. Any documents will be photocopied and returned to you.

### The Interview

All shortlisted candidates will be invited by email or by telephone, to attend an interview. You will be informed of the time, location, and contact for the interview, as well as notice of any test or exercise you may be asked to do at the interview.

Applicants will be asked questions relating to the job description, person specification and application, and the panel will take notes during the course of the interview. This is part of the procedure to ensure that all applicants are treated fairly.

If you are not sure that you have understood the question, do not be afraid to ask for it to be repeated, or rephrased. Take your time and ensure you have included all the main points you want to get across in your answer.

In preparation for the interview, take the opportunity to read through the job description, application form, and any other literature sent as part of the information pack, and be prepared to talk about your experience, giving examples that illustrate your ability to do particular parts of the job.

### Feedback

All unsuccessful interviewed applicants can request telephone feedback. Receiving constructive feedback can be useful for helping you in future interviews.

### Internal Candidates

Internal applicants have to follow the same procedures as external applicants, and will be shortlisted and interviewed on the basis of their application form, i.e. by meeting the criteria in the person specification. No assumptions about previous knowledge and experience of the job can be taken into account by the selection panel.