

Job Description

Job Title:	Volunteer Coordinator
Job Purpose:	To support the development of volunteering with particular focus on the coordination of volunteer teachers and teaching assistants in the Language and Learning service. This service seeks to enable individuals to be more capable of using digital technology, feel more ready for the world of work and to improve their English language skills.
Reporting to:	Head of Client Services
Time Commitment:	14-21 hours per week (0.4-6 FTE). To be negotiated upon appointment.
Location:	Based at Newcastle offices. Occasional regional travel for training or networking when necessary.
Contract:	Fixed term (3-month contract subject to passing a 1-month probation)
Salary:	£24,681- £27,250 pro rate plus 6% pension contribution
Annual Leave:	28 days + English Bank Holidays, pro rata

Organisational Context:

Action Foundation is an award-winning charity that supports and empowers asylum seekers, refugees and migrants in the Northeast to overcome immediate barriers, integrate with the community, and build skills for the future. The Language and Learning service provides enhanced support towards integration, by removing barriers and preventing exclusion. It does this through employability advice, digital skills courses and non-accredited ESOL classes.

The Language and Learning service functions together with three other services: Accommodation, which provides supported accommodation for destitute migrants (housing) and newly recognised refugees (Lettings); Interaction, which provides individual casework and connections to services or community groups for beneficiaries; Young Lives, which provides practical, emotional, and social support to asylum-seeking and refugee children and young people through structured activities and educational sessions.

Duties and Responsibilities:

We are seeking an experienced and organised Volunteer Coordinator for a fixed term of 3 months. The primary purpose of this role is to set up structures to support, train, and enable volunteers for our Language and Learning service. The successful candidate will play a crucial role in ensuring that our volunteers are well-prepared and supported to deliver high-quality support to our clients.

- Undertake the daily and weekly organisation of volunteer teachers and teaching assistants to ensure they can deliver and support classes in person and online.
- Maintain the volunteer database, ensuring accurate records of volunteer details, training, and availability.
- Organise regular volunteer meetings and feedback sessions to foster a sense of community and address any concerns or suggestions
- Coordinate opportunities to develop the service to support existing volunteers and enhance their overall connection to the service and ensuring coverage of key topics such as course content, cultural sensitivity, and safeguarding.
- Work closely with the Head of Client Services, L&L Manager (following appointment) and other team members to align volunteer activities with organisational goals.
- Develop volunteer policies and procedures to ensure consistency and compliance across the organisation.
- Collaborate with other team members to ensure that volunteer activities align with the overall goals and objectives of the Language and Learning service.

Personal Specification/Key Competencies:

Experience & Qualifications

Degree level qualification	Desirable
Previous experience in volunteer coordination, training, or a related field	Essential
Strong organisational and administrative skills, with the ability to manage multiple tasks and priorities	Essential
Excellent communication and interpersonal skills, with the ability to build positive relationships with volunteers and staff	Essential
Experience in designing and delivering training programs	Desirable
Experience developing written policies and procedures	Desirable
Managing safeguarding appropriately with vulnerable groups	Desirable
Strong awareness of the issues facing asylum seekers and refugees	Desirable

Skills, Knowledge & Abilities

A proactive and flexible approach to work	Essential
Knowledge of issues affecting refugees, asylum seekers, and migrants	
Empathy and cultural sensitivity	Essential
Excellent time management/administrative skills and ability to manage and prioritise objectives	Essential
Proficiency with Office 365 and database management	Essential
Salesforce CRM or similar experience	Desirable

Other

Supportive of the ethos and values of the organisation	Essential
A desire to support people seeking asylum, refugees, and other migrants	Essential
A full driving licence and access to own transport	Desirable
Willingness to undertake relevant training as required	Essential

Note

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes
- We have a strong focus on safeguarding in the organisation; a DBS (Disclosure & Barring Service) check and taking up of two references will be part of the recruitment process.
- Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community