



Job Description

Post Title:	Medway Volunteer Network Programme Co-ordinator
Hours:	18.5 hours per week
Salary:	£17,000 (pro-rata)
Contract:	Permanent
Responsible to:	Training and Development Manager
Location:	Based at MVA, Chatham

Aim

Support the operational and marketing functions for the Medway Volunteer Network and to support the delivery of strategic community based volunteering projects.

Main Duties:

- Responsibility for web content in relation to the Medway Volunteer Network (MVN). This includes:
 - Creating content for social media platforms, blogs etc
 - Research new Resources/Support for organisations & volunteers
 - Identifying volunteering Opportunities (local and national schemes)
 - Review, update and publish MVN web pages
 - Issuing fortnightly MVN Bulletin
 - Maintain web pages, ensuring they are all working effectively
 - Moderating MVN social media groups
- Research and communicate new models for volunteering for Medway organisations to develop as a local offer.
- Gather feedback via quality assurance checks and report on this.
- Responsibility for the volunteer's complaints process.
- Reporting:
 - Using analytics to measure online activity (web & social media)
 - Case Study development
- Engage with national and local volunteering promotional activities (e.g. Volunteers Week).
- Provide face to face and phone signposting support to the MVN where inclusion support is required.
- Ensure the national volunteering schemes for under 18s recommended by MVN remain nationally recognised as appropriate.
- Undertake activities to promote engagement and recruitment for the MVN – including attending events, advertising and PR opportunities.

- Working with identified community partners to support volunteer engagement in relation to strategic community development projects.
- Respond to organisation enquiries and support them to develop new volunteering initiatives.
- Support ad-hoc in-house volunteering programmes

General

- To work within the framework defined by the MVA Equal Opportunities, Safeguarding and Health and Safety Policies
- To attend support and supervision sessions with your line manager
- To attend training relevant to the role and agreed with your line manager
- To perform additional duties that fall within the scope of your role as delegated by your line manager or the Chief Executive

Person Specification

	Essential	Desirable
Experience	Experience of developing and running successful social media campaigns	Quality assurance/auditing experience
	Curating and creating digital content	Working with and supporting the needs of VCS organisations
	Ability to network effectively with a range of stakeholders	Experience of promoting a volunteering service and engaging a range of potential cross sector stakeholders
	Coordinating the planning and delivery of events	Community project delivery
		Experience in digital analytics and evaluating techniques
Knowledge	Knowledge of the Voluntary and Community Sector and their needs	A broad understanding of the needs of individuals with learning conditions/disabilities and physical disabilities
	Knowledge of social media and website analytics	
Skills	Well-developed ICT Skills able to use a range of software packages and digital platforms (e.g. Facebook, Twitter)	Good researching skills
	Excellent written and verbal communication skills, including report writing, presentation skills and negotiating skills.	
	Able to prioritise and manage a complex and varied work load	
Personal	Understanding of equality and	Interest in community development

	diversity	and its value to Medway
	Commitment to quality, responsibility, high work standards and initiative	
	Flexible approach to working hours	
	Flexible approach to working with others, a committed team player.	
	Understanding of confidentiality and data protection	