**PERSON SPECIFICATION**

**Volunteer Coordinator**

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

It is essential that the post holder has the experience, knowledge, skills and abilities

1. Ability to develop new initiatives and to respond to the changing needs of the organisation and its volunteers. **A (i.e. cover on Application form)**
2. Excellent inter-personal skills, including good listening skills and the ability to manage, influence and motivate volunteers and the public with enthusiasm and a positive, outgoing attitude. **A**
3. Ability to develop and maintain good practice policies and procedures for working with volunteers. **A**
4. An awareness of and sensitivity to the needs of volunteers and vulnerable people and an understanding of the cultural and religious needs of people from under-represented groups. **A**
5. Understanding of student placements and ability to manage placements with local universities/colleges and support students whilst on placement
6. Excellent verbal, presentation and written communication skills.
7. The ability to produce concise reports and documents. **A**
8. Ability to develop effective monitoring and evaluation processes. **A**
9. Ability to work on own initiative and manage and prioritise your own work load. **A**
10. Good numeric and accuracy skills and ability to work to budgets.
11. Effective administrative skills and a good standard of IT skills including Word, Excel, Outlook, and internet.
12. Able to travel throughout Newcastle as required by the role.

The person will need to be eligible to work in the U.K.

Appointment will be subject to a satisfactory DBS Check.

The “Present Application” section of the form enables you to tell us more about yourself and is therefore an important part of the application. We recognise that abilities other than those gained in formal employment or education can be relevant and useful, so please think widely about your skills and strengths for the job.

**Above all, please ensure that your answer addresses the points detailed in the person specification, which are marked with an A as these will be used to shortlist applicants for interview.**

*We continue to find that applicants often do not cover all the points marked with an A, which puts them at a real disadvantage given it is these points which determine whether someone is invited for interview. You should consider for each point marked with an A, how can I show that I meet these criteria?*