

Volunteer Services Coordinator

February 2023

Sported
Job Information
Pack



Note from our CEO

Thank you for expressing an interest in this important and exciting new role.

It has never been a harder time to be a young person growing up in the UK. One in four children live in poverty; 80% of young people note their mental health has worsened in recent months. With youth provision reduced by over 40% since 2015, an already challenging future has been exacerbated by Covid-19 which has disproportionately affected the most disadvantaged and widened inequalities.

Amidst the gloom, thousands of community sports groups operate, not to create the next sporting superstar but to remove barriers from young people's lives to allow them to thrive against the odds. We are the UK's largest network of community sports groups, and we exist to provide our groups with the skills and funding needed so they can become sustainable and deliver their services to those most in need.

If successful, you'll be joining a remarkable Sported team of 50 people with backgrounds and specialisms ranging from social/youth work and business development to sport development and econometrics. The delivery team are local to their members and reside across the UK. We also have a central office in Borough, London.

Even more capacity is provided by our skilled, knowledgeable and passionate volunteers, who now number close to 250, and who work with the leaders of our member groups – most of them also volunteers – to build the effectiveness and sustainability of their organisations, so that they can do what they do best: positively influence and change the lives of young people.

For more information about Sported; our services and our impact, please see www.sported.org.uk

Whether or not you apply for this role, and whether you are successful or not, I'm grateful to you for considering bringing your skills and energy to Sported and our wonderful members.

Yours faithfully,


Nicola Walker
Sported CEO



Reach. Include. Empower

In our new 4 year strategy, we will strengthen the local workforce and build the resilience of community sports groups.

Through our network of 2,500 grassroots groups, we will improve wellbeing, tackle inequalities and connect communities.

We know sport and physical activity can have **wide ranging benefits** for young people, communities, and society. For the next 4 years, we have identified 3 priority areas - wellbeing, equality and community - that are both hugely **relevant and important** within the current environment, and also where we believe Sported has the **expertise and experience** to have the biggest impact.

At the heart of our work will remain our **long-standing commitment** to support the **passionate, dedicated local people** who are running vital community sports groups across the UK and **building the resilience** of these groups, so that they can survive and thrive.

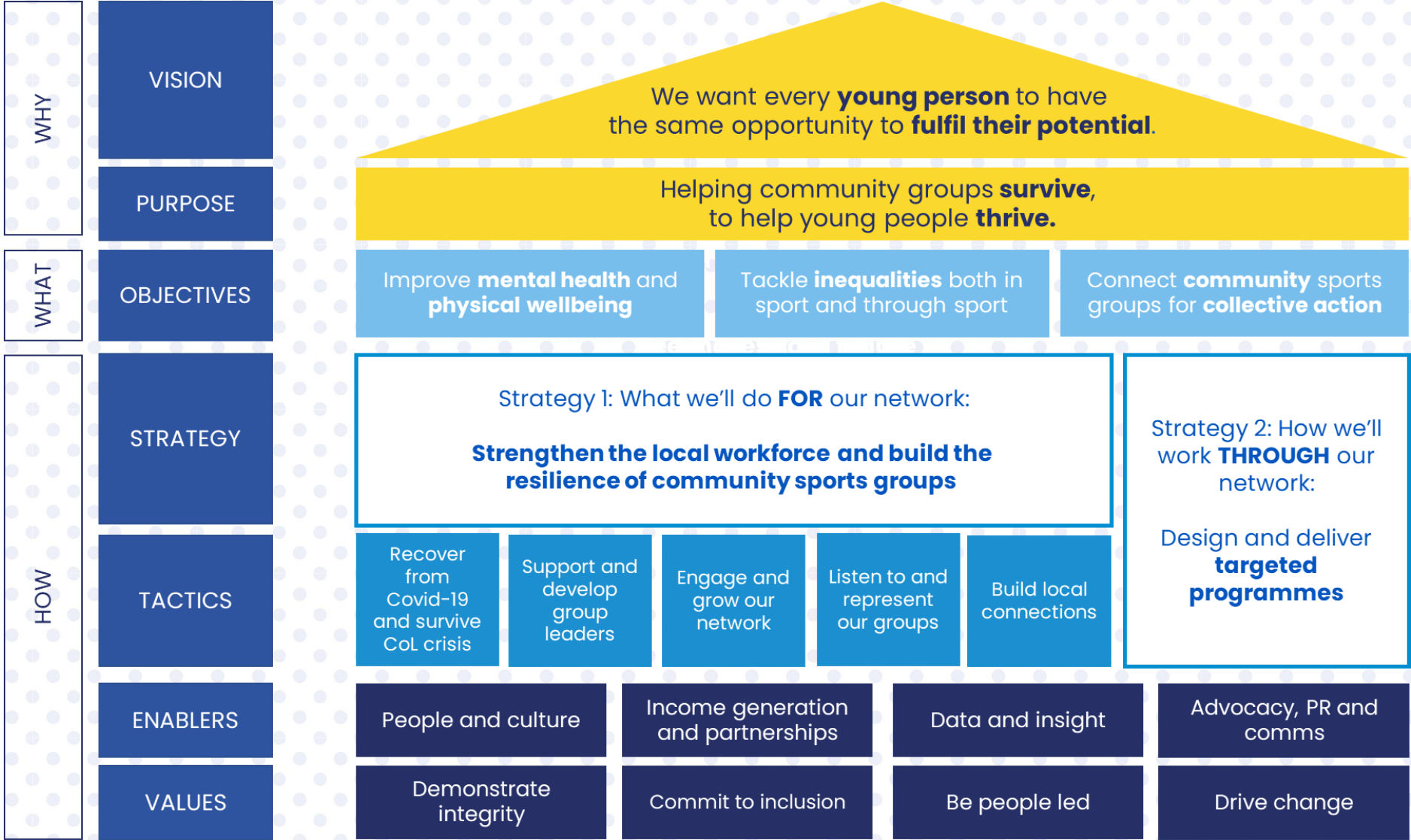
Our vision

We want every young person to have the same opportunity to fulfil their potential.

Our purpose

Helping community groups survive, to help young people thrive.

The Clubhouse



Our values

Demonstrate
integrity

We **lead** by example

We are honest, open and
trustworthy

We are **diligent** and
committed

We are willing to **challenge**
and be challenged

Commit to
inclusion

We are positive, **supportive**,
and approachable

We **value** an inclusive
culture

We demonstrate respect
and **equality** for all

Be
people
led

We are led by the **needs**
of our network and
volunteers

We invite feedback and
respond quickly

We **collaborate** and
support our colleagues

Drive
change

We are **innovative** and
make things happen

We strive for **continuous**
improvement professionally
and personally

We make a significant
impact to communities and
young people

Staff benefits

2 x 'personal leave' days for religious holidays and/or wellbeing days

2 x 'volunteer' days to volunteer for another charity or Sported members

Up to **5 x 'study leave'** for self-funded education/training

At Sported, the **wellbeing of our staff is paramount**, we are proud to offer benefits to promote a **happy and healthy** team

Virtual
Diversity & Inclusion

'Open Space'

Every month where the team support each other and raise awareness on topics such as **racism** and **LGBTQ+** inclusion

Flexible working arrangements, including working from home and flexibility around caring responsibilities

A **confidential counselling** service is available to all employees free of charge

Annual leave entitlement of 25 days, in addition to public holidays (pro-rata for part-time colleagues) increasing 1 day per year after 4 years

Access to a **Pension Scheme** to give you peace of mind

A Sported **'Culture Club'** made up of six members of staff, who come together to discuss Sported staff culture, issues and promote innovation

Cycle to Work Scheme available to support our commitment to promoting healthy living

Daily Exercise is actively encouraged at Sported, including 'run club' and other activities for those based in local teams

'Learning Lunch', a timetable of in-house virtual training sessions where staff learn from each other on a variety of subjects related to our work

Role overview and responsibilities

Role overview

This is an exciting time to join Sported as we continue to grow and diversify. As Volunteer Services Coordinator, you'd be part of an organisation **delivering vital support that is a genuine lifeline for small grassroots groups** and the young people they support. We are looking to recruit a **capable Volunteer Services Coordinator** to join our 50 strong UK wide team, reporting into our Volunteer Services Manager.

You will be responsible for providing an engaging and rewarding experience to all Sported volunteers. You will act as the first point of contact for all potential and existing volunteers.

You will focus on a variety of elements of the volunteer programme's offer including recruitment, onboarding, and continually supporting all volunteers. You will work closely with the regional and national teams; supporting the engagement and utilisation of volunteers across the organisation.

The ultimate measure of success in this role is volunteer satisfaction and engagement. This relies upon the delivery of excellent customer service- treating our volunteers with respect, ensuring that their needs and expectations are met, and are provided with appropriate opportunities.

We are looking for someone with **strong interpersonal skills** to engage with a range of stakeholders, and a desire to support a growing and diverse volunteer programme.

Job title:	Volunteer Services Coordinator
Reporting into:	Volunteer Services Manager
Hours:	Full Time (37.5 hours)
Contract:	Permanent
Salary:	£25 – 32k (depending on experience)*
Location:	Flexible
Annual Leave:	25 days in addition to statutory bank holidays

Internal relationships:

- Volunteer Services Manager
- Head of Network Services
- Member Services Team
- Insight Team
- UK Field Team
- Other Central Office Functions

External relationships:

- Sported volunteers
- Sported members
- Sported partner agencies

Role responsibilities

Customer service

- Be a **welcoming first point** of contact for potential and new volunteers, provide **high quality customer service** and timely responses to queries
- Responsible for overseeing the volunteer journey, from application through to ongoing support, ensuring **volunteers' expectations** are being met
- Maintain the list of volunteers on a 'break', **checking periodically** on their status and updating the field team
- Responsible for **managing the volunteer email inbox** and responding to enquiries in a timely fashion

Volunteer recruitment and applications

- Responsible for tasks associated with **recruitment and onboarding**, including delivering inductions for all new volunteers on a one-one and group basis, and initial training for getting started
- Providing **support to the field team** when handing over newly inducted volunteers
- Deliver a **rolling reinduction programme** for existing volunteers to ensure volunteers **are up to date**
- Suggesting updates to the induction process to ensure it is **effective and thorough**
- Assist with delivery of **regional and national volunteer recruitment strategies**, including placing ads on recruitment sites, arranging initial conversations and contacting referees



Role responsibilities

Volunteer Services Support

- Support the Field Team by identifying and recommending **under-utilised volunteers** in their regions for placements
- **Encourage under-engaged volunteers** to take on opportunities and reevaluate their availability and preferences
- Oversee Kickstart placement matches **and provide support** until placement is completed
- Provide **placement support to the Field Team as needed** – making introductions, identifying non-local volunteers, periodic volunteer check-ins
- Support the Volunteer Services Manager (VSM) to deliver **the reward and recognition programme**, including activities during Volunteers' Week and the annual Vanessa Brown Volunteer Awards
- Developing and maintaining **relationships** with volunteers including periodic check ins
- Work alongside the Training, Resources and Events Coordinator to **create volunteer resources and deliver training events**, and identify volunteers to support and deliver webinars for members
- **Provide support** on projects as required

Digital and data

- **Provide support to the team** to ensure volunteer and placement records are kept up-to-date
- **Train new staff and support existing staff** with CRM functionality, including volunteer interactions, engagements and updating information
- Work with the VSM to **identify trends** such as placement length, most requested support topics, and volunteer hours on a quarterly basis
- Lead on the updating of the **Sported Hub**, monitor log ins and encourage volunteers to use this support tool
- Maintain the volunteer skills tracker to **understand our volunteers' abilities**, and support the VSM in developing Topic Champion volunteer groups across the core support subjects
- Sending post-placement **surveys and sharing information** with relevant team members
- Support the VSM to **analyse feedback** from volunteers and members and make required adjustments

Person specification

Knowledge and experience

Knowledge & experience

- Demonstrable evidence of **working closely with volunteers**
- Excellent **interpersonal and customer services** skills
- Experience of **working across a large, mostly remote team** of staff and volunteers
- Excellent **organisational and administrative skills** with the ability to manage a variety of workloads
- Excellent **communication skills** both written and oral
- Delivering **customer focused** services
- Experience of **database management**

Desirable experience

- Personal experience of volunteering in the **charity, voluntary and/or sports sectors**
- Experience of working with **external volunteer organisations**
- An understanding of the **needs of groups and organisations** offering community sport to disadvantaged young people
- Use of **SurveyMonkey and Mailchimp**
- **Experience of** delivering training/workshops

To succeed you need to be...

- **Passionate** about working with volunteers and providing an engaging and rewarding experience
- An excellent communicator with the **ability to build rapport with our volunteers and members**, over the telephone and via email
- Able to **manage and prioritise a varied workload** to ensure deadlines and standards are met
- Able to **handle challenges** by applying **considered but pragmatic solutions**
- **Adaptable to change** in a fast-paced, and sometimes unstructured, environment, working across a number of different teams
- Able to **think innovatively** and **drive change** through new ideas and ways of working
- **Highly motivated** and a **self-starter** with confidence in decision making
- **Commitment to the mission** of Sported
- **Able** and **willing** to work outside of office hours, as required
- **Willing to travel** to national meetings



We actively encourage applicants from diverse backgrounds especially from ethnically diverse, LGBTQ+ and disabled communities as well as those with lived experiences of tackling inequalities, as we believe diverse voices are instrumental in creating transformational change.

Recruitment timetable

Closing date for applications:	27 th February 2023
Notify successful applicants:	3 rd March 2023
Interviews:	W/C 6 th March
Role commences:	ASAP

To apply for this role please head to the [career page](#) on our website, where you will find a link to apply. You are required to upload your CV and supporting statement providing clear examples of how you meet the person specification.

Please note: Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us, you have not been successful for interview.

*Newly recruited staff will be paid at the start of the pay banding unless they have significant experience which is considered highly relevant to the role.

If you would like to have an informal discussion about the role, please contact **Nick Linney**, Volunteer Services Manager
n.linney@sported.org.uk