**Job Title:** Volunteer Coordinator

**Location:** Stratford-upon-Avon

**Reports To:** Community Hub Manager

**Contract Type:** Part-time, Permanent. Hybrid working. Occasional weekend and evening work required.

22.5 hours p/week (days to be agreed)

Salary £26,000 FTE

**We are proud of our team of over 100 dedicated volunteers who help us to create a vibrant and connected community in Stratford-upon-Avon.** We are looking for a highly motivated individual who is passionate about community involvement and has strong administration skills. The Volunteer Coordinator will work closely with colleagues at the Trust to maximise the positive impact of our work.

**Job Purpose**

Responsible for the effective recruitment, management and retention of volunteers who play a vital role in maintaining and showcasing the Trust’s public assets which includes Stratford-upon-Avon Local Nature Reserve, Rowley Fields, Community Orchard, the Guild Chapel and Community Hub. The Volunteer Coordinator will work closely with the Community Hub team and will be required to provide occasional cover at the Hub.

**Key Responsibilities:**

**Volunteer administration**

* Develop volunteer roles which appeal to a wide variety of people.
* Manage administrative tasks associated with recruiting and inducting new volunteers.
* Complete pre-recruitment checks for volunteers.
* Track application progress and keep records up to date.
* Maintain the database of volunteers.
* Work with the Communications Officer to share and celebrate volunteering activities.
* Carry out basic office administration in line with Stratford Town Trust processes.

**Volunteer Management:**

* Act as the day-to-day point of contact for all volunteers.
* Manage regular and relevant communications to volunteers.
* Support volunteers to get the most of their volunteering experience with us and ensure they feel valued and have the knowledge and skills needed for their role.
* Through coaching and mentoring build a team of volunteers who are positive advocates for the Trust.
* Develop an annual programme of volunteering opportunities which link to national initiatives and considers wider work delivered by the Trust.

**Partnership working:**

* Work closely with partners to agree volunteering activities. For example, working closely with Warwickshire Wildlife Trust who lead on land management of the Local Nature Reserve.
* Foster strong relationships with local partners to enhance volunteer engagement.
* Be part of, and contribute to, a local network of Volunteer Coordinators to share best practice.

**Community Engagement:**

* Work with the Stratford Town Trust team to align volunteer initiatives with our wider vision, specifically around our impact on the community.
* Act as an ambassador for Stratford Town Trust, promoting its mission and values in the community.
* Be aware of national campaigns/days which could tie in with volunteering/community engagement.

**Event Management:**

* Plan, coordinate, and oversee events and activities for volunteers and the wider community on an ad hoc basis.
* Empower volunteers to organise their own activities or events in partnership with the Trust.

**Compliance:**

* Work with Town Trust colleagues to ensure that all volunteering activities comply with appropriate legislative and organisational policies and procedures, including health and safety; safeguarding; EEDI; HR; GDPR; DBS checks, financial and risk management and respectful ways of working.
* Work closely with the Buildings and Facilities Manager and other staff members to understand compliance issues and practical requirements at individual sites.

**Other responsibilities:**

* Cover for the Community Hub team when required.
* Attend Stratford Town Trust committee meetings and member events when required.
* Any other activity appropriate to the role but not specified within this job description.

**Person Specification**

* **Experience:** Able to demonstrate relevant experience working with and managing volunteers.
* **Administrative skills:** Proven experience in managing calendars, scheduling meetings, handling emails and filing documents
* **Organisational skills:** Ability to prioritise tasks, manage multiple projects simultaneously, and meet deadlines efficiently.
* **Computer proficiency:** Excellent knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Teams), email systems, and basic database management.
* **Attention to detail:** Meticulous focus on accuracy and detail when handling data and documents combined with the capacity to handle confidential information with discretion.
* **Communication skills:** Strong written and verbal communication skills to effectively interact with colleagues, applicants, beneficiaries, and stakeholders.
* **Sector experience** within the not for profit or charitable sector together with a knowledge of Grant Making software would be desirable but is not essential.

**Desirable:**

* Experience in event planning.
* Understanding of the not-for-profit sector.
* Understanding of Stratford Town Trust’s mission and projects.

Join us at Stratford Town Trust and play a key role in making a difference in our community through impactful volunteer engagement!

**How to Apply:**

Please send your CV and cover letter outlining your suitability to the role to: [admin@stratfordtowntrust.co.uk](mailto:admin@stratfordtowntrust.co.uk)

**Application deadline: Sunday 12th October 2025**