



**CHURCH  
ARMY**



# **VOLUNTEER CO-ORDINATOR**

## **Application Pack**

BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS



# FROM THE INTERIM CEO

---



I am delighted that you are interested in the role of Volunteer Co-ordinator with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission

and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Volunteer Co-ordinator is based at our homeless project in London, it is a key role in providing support to the wider Project and the hundreds of women who use our services each year. The Marylebone Project is at the heart of who Church Army is and is an inspiring project that does incredible work that transforms lives everyday.

I hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.

A handwritten signature in black ink, which appears to read 'Des Scott'. The signature is stylized with a large, sweeping initial 'D'.

**Des Scott**

# THE MARYLEBONE PROJECT

---

The Marylebone Project is a Registered Social Landlord set up through a partnership between Church Army and the Portman House Trust.

We provide 112 long and short term beds to homeless women and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre. The Marylebone Centre also delivers education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

**Spirituality** - that God loves each person regardless

**Hospitality** - that all are welcomed

**Empowerment** - equipping women to make informed choices

**Resettlement** - encouraging and supporting women towards independent living



The Marylebone Project is led by our Homeless Projects Manager, Sue Way, who also oversees our youth hostel in Cardiff. We currently employ around 40 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House. The support service we offer is 24-7 with our drop-in being just in the day.

*"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."*

**Ellie Goulding, Patron**



## **THE ROLE OF VOLUNTEER CO-ORDINATOR**

---

This is a new role within the Marylebone Project and will be key in ensuring that the Project's volunteers base is maintained, developed and expanded and that the Project's volunteers are appropriately supported in their roles.

We are looking for a Volunteer Co-ordinator to join us to work under the guidance of the Office Manager and Management Team in implementing our volunteer strategy and base. You will be someone who understands the importance of volunteers within an organisation, either from your own experiences of volunteering or from working in a similar role. You will be a natural encourager who is able to identify people's contributions and be a strong people person. You will have an enthusiasm for the work of Church Army and, in particular the Marylebone Project, and be able to inspire people to come and contribute their gifts and time as a volunteer. You will have excellent interpersonal skills and be able to work with people unconditionally and from all walks of life and backgrounds. You will demonstrate excellent administration skills, attention to detail skills, be confident using IT and be able to use your initiative.

There is a great deal of work to do in further establishing our volunteer base, therefore the role suits someone who will see that as an exciting opportunity and be able to turn other people's ideas into action. You will have a high capacity for taking on something new and enjoy developing existing practice, whilst also establishing new practice and groundwork. The role will be varied from gathering data and writing forms, to establishing relationships and gathering stories from volunteers and pursuing offers of volunteering. You will enjoy working under the direction of others, whilst also having your own tasks and projects to input into.

You will be someone who understands Church Army and the Marylebone Project, and the work that we do. You will be pleased to be able to profile our work and encourage people to join in the life of Church Army. You will enjoy working as part of a team and have a strong interest in people.



# JOB DESCRIPTION

---

<b>Job Title:</b>	Volunteer Co-ordinator
<b>Location:</b>	Bradbury House, Marylebone Project, Westminster, London
<b>Responsible To:</b>	Office Manager
<b>Relating to</b>	Volunteer Facilitator (based in Sheffield) Marylebone Project Managers
<b>Purpose:</b>	To administrate the Marylebone Project's volunteer journey and work under the office Manager and Management Team in developing, procuring, co-ordinating, overseeing and supervising volunteers.
<b>Objectives:</b>	<ol style="list-style-type: none"><li>1. To administrate the volunteer journey for those joining and giving to the Marylebone Project.</li><li>2. To be the first point of contact for volunteer queries internally or externally.</li><li>3. To support the Office Manager and Management Team in developing the volunteer base at the Marylebone Project.</li><li>4. To be an active member of the Marylebone Project.</li></ol>

## KEY TASKS:

- 1. To administrate the volunteer journey for those joining the Marylebone Project.**
  - 1.1. To ensure adequate forms including application forms and reference forms are in place for volunteers.
  - 1.2. To source a suitable database, including current ones within the organisation, for the recording of volunteer data and journey.
  - 1.3. To ensure volunteer data is held in line with GDPR legislation and organisational standards.
  - 1.4. To work with the Office Manager to ensure volunteers are recruited safely with DBS checks and references as required.

- 1.5. To help ensure that the Marylebone Project has a diverse group of volunteers by making the recruitment process and journey accessible to all.
- 1.6. To liaise with the Volunteer Facilitator for Church Army to ensure a collaborative approach for volunteers at Marylebone with the wider Church Army volunteer journey.

## **2. To be the first point of contact for volunteer queries internally and externally**

- 2.1. To deal with enquiries from potential volunteers and respond to or refer as appropriate.
- 2.2. To support Managers and other staff within the Marylebone Project on questions relating to volunteers.
- 2.3. To support volunteers with any questions or issues as they arise, discussing with the Office Manager, Management Team, Volunteer Facilitator as necessary.
- 2.4. To ensure volunteers are appropriately inducted into their roles and adequate safeguards are in place.
- 2.5. To ensure line managers are providing regular supervision for volunteers within the Marylebone Project and develop appropriate volunteer supervision structures.
- 2.6. To meet with volunteers individually to discuss their volunteer experience and needs.

## **3. To support the Office Manager and Management Team in developing the volunteer base at the Marylebone Project.**

- 3.1. To work with the Management Team on identifying volunteers for the Marylebone Project.
- 3.2. To work with the Management Team on identifying volunteer opportunities within the Marylebone Project and writing role profiles as necessary.
- 3.3. To work with the Services Team Leader (Housekeeping and Maintenance) in pursuing volunteering offers as a result of corporate volunteering sessions.
- 3.4. To work with the Office Manager and the Volunteer Facilitator on ensuring a volunteer policy and handbook is fit for purpose.

- 3.5. To work with the Office Manager and Management Team in engaging volunteers in the life of Marylebone Project, gathering stories of volunteer's contributions and celebrating volunteers at a local and national level.
- 3.6. To work with the Office Manager and Management Team in profiling vocations to volunteers.
- 3.7. To help the Marylebone Project and Church Army identify volunteering best practice.
- 3.8. To provide management information, KPIs, updates, case studies and other detailed information & reports as required.
- 3.9. To assist in evidencing the impact of work done, including recording, monitoring and reporting against Project targets.
- 3.10. To liaise with Church Army Volunteer Facilitator and HR Team in assisting Church Army in meeting its volunteer strategy.

**4. To be an active member of the Marylebone Project.**

- 4.1 To help to build a sense of community and teamwork within the Marylebone Project.
- 4.2 To be part of the Administration Team, sharing in the life and objectives of the team.
- 4.3 To share in the general responsibilities of the wider Administration Team with regard to welcoming visitors, covering reception, assisting in general administrative duties as required.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the Office Manager.
- To be active as a member of the administration team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- To attend an annual appraisal and regular one to one supervision with your line manager and conduct appraisals and supervision with those who report to you.
- To undertake any training as required for the role as identified in an appraisal or supervision.

- To adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times





# PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

Essential	Desirable	Method of Assessment
EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS		
An understanding of the importance volunteers make to an Organisation	Experience of volunteering yourself	<ul style="list-style-type: none"><li>• Application Form</li><li>• Interview &amp; Selection Process</li></ul> Pre-employment checks (e.g. references)
Strong administration experience	Experience of creating forms and processes	
Experience of working with volunteers in a work or personal context	Understanding of the reasons people volunteer and how to motivate them	
Experience of taking forward an idea and putting it into action		
SKILLS AND ABILITIES		
Collaborative worker, able to confidently work across teams	Policy writing skills	<ul style="list-style-type: none"><li>• Application Form</li><li>• Interview &amp; Selection Process</li></ul> Pre-employment checks (e.g. references)
Excellent administration skills, able to organise workload well and in a clear and ordered manner	Data input skills	
Confident using IT and phone	Research skills	
Clear communication skills, able to write confidently in a range of media including email, policy's and letters		
Self-motivated and enthusiastic		
Attention to detail skills		
Takes initiative		
Strong team player, enjoys working with other people and learning from them		

Willing to work flexibly, and help out where needed		
Willingness to work under the requirements of data protection		
ATTRIBUTES		
Able to work unconditionally with people		<ul style="list-style-type: none"><li>• Application Form</li><li>• Interview &amp; Selection Process</li><li>• Pre-employment checks (e.g. references)</li></ul>
Approachable, friendly and professional		
Willing to be accountable, demonstrates responsibility, reliability and integrity		
Creative thinker		
Someone with a generous spirit		
A thoughtful individual, who demonstrates that they are considerate towards others, and how to show appreciation and celebrate gifts.		
OTHER		
To work in conjunction with the values and ethos of the Marylebone Project		<ul style="list-style-type: none"><li>• Application Form</li><li>• Interview &amp; Selection Process</li></ul>
The successful candidate will need to be conversant with, and in sympathy with, the aims and objectives of Church Army		



## OUTLINE TERMS AND CONDITIONS

Salary	£25,953 per annum
Location	Marylebone Project, London
Hours	40 hours a week working 8.30am - 5.00pm Monday to Friday with a 30-minute unpaid break. Flexibility is required to incorporate alternative working times to coincide with volunteers arrangements this may include evening and weekend.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum contributions will be made by Church Army.
Annual Leave	20 days per annum, rising by 1 day per year to a maximum of 25 days, plus 8 bank holidays. Bank holiday cover may be required
DBS	The role is not subject to an enhanced police check as does not involve regular one to one work with vulnerable adults. A basic check may be required. You will be expected to comply with all safeguarding policies and practice.
Probation Period	The post is offered subject to a successful six-month probationary period.
Contract Type	Open Ended, full-time
Occupational Requirement	Physical requirement: The job regularly involves walking throughout the Project, which is based over 2 sites 100m apart, over a number of floors with stair access. Physical mobility and ability to carry smaller items are required as essential.



# APPLICATION PROCESS

---

To apply, please submit an application form which is available to download from our website: [www.maryleboneproject.co.uk](http://www.maryleboneproject.co.uk)

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)

---

**Deadline:** 5.00pm Friday 7<sup>th</sup> February 2020

---

**Interview date:** Week commencing Monday 17<sup>th</sup> February 2020

---

For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references including one employment based