York Cares Volunteering Project Officer (Maternity Cover)

Careers and Placements

Closing date: 4 September 2019
Interview date: 19 September 2019
Vacancy reference: 7806
INTRODUCTION

Due to a member of staff going on maternity leave, a position has become available to join our small team of two to support the co-ordination of York Cares volunteering programmes. York Cares is a partnership of the city’s leading employers who are committed to making York a better place through employee-volunteering. York Cares is housed within Careers and Placements at the University of York, one of the founding members of the 13 year old charity.

Each year, York Cares supports over 1,000 employee-volunteers from over 30 local employers, including Aviva, City of York Council, Joseph Rowntree Foundation, Nestle, Northern, University of York and York St John University. It offers a core programme of volunteering opportunities which include:

Aspirations – supporting secondary school pupils to work harder and aim higher

Inspiring Minds – inspiring disadvantaged children aged 7-11 by linking real life and learning

Skills Share – supporting voluntary, community and social enterprise organisations to become more sustainable

Social Connections – contributing to the well-being of older people in York

Starting Blocks – giving care experienced young people an insight into the working world

Team Challenges – providing opportunities to volunteer together to address York’s community needs.

The role will focus on engaging employer members in volunteering activities which will involve close liaison with both employers and community partners to develop opportunities; promoting volunteering opportunities; recruiting individual and teams of employee-volunteers and undertaking associated administration in relation to safeguarding and health and safety. The post will offer experience in programme development and co-ordinating high-profile, large-scale events for the charity.
**Condition of appointment**
Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.

**Main purpose of the role**
To provide co-ordination, planning, support and administration for employee-volunteering programmes delivered by the charity York Cares. To deliver excellent customer service to employers engaging with York Cares’ programmes to ensure membership continues to deliver benefits and enable programme development and improvements.

**Key responsibilities**
(Role holders will be required to undertake some or all of the duties below)

- Support the development and delivery of volunteering programmes, liaising with community partners and employers, producing associated material, co-ordinating meetings and briefings, providing on-going support and gathering feedback
- Co-ordinate city-wide campaigns to recruit employee-volunteers through employer networking, making presentations and producing promotional materials for web, social media and the local media
- Maintain existing relationships with employer members through regular liaison regarding the delivery of York Cares programmes, monitoring participation and gathering feedback
- Plan and organise the work of volunteer student interns under the direction of the line manager
- Undertake administration relating to York Cares programmes such as responding to standard enquiries and expressions of interest through email and telephone, updating records using a CRM system and generating reports as required
- Plan, organise and deliver high-profile events liaising with community partners and employers, booking venues and catering, managing enquiries and co-ordinating activities on the day, under the direction of the line manager
- Take a customer oriented view of own work, ensuring a high level of service to employers through all contact channels
- Support the management of marketing and communications channels including the website and social media
- Organise DBS checks and risk assessments in line with safeguarding and health and safety policies
- Provide administrative support to project working groups and steering groups, booking venues, circulating papers and taking minutes
- Monitor targets and budgets and conduct evaluations, producing reports for the line manager, steering groups and funding bodies
- Support other team members, keeping them up to date on your own work and assisting with other portfolios of work as appropriate
- Support the York Cares Manager with continuous improvement activities through the review of programmes, processes and employer/community partner feedback.

**JOB DESCRIPTION**

**At a glance**

<table>
<thead>
<tr>
<th>Salary</th>
<th>£25,482 a year / Grade 5</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>37 a week / Full-time</td>
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<tr>
<td>Contract type</td>
<td>Fixed-term (Maternity Cover) / 6 months</td>
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<tr>
<td>Based at</td>
<td>Heslington Campus West</td>
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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>Undergraduate degree or equivalent</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of the business sector in York</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of the voluntary, community and social enterprise sector in York</td>
<td>Desirable</td>
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<thead>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Excellent written and verbal communication skills, able to communicate effectively with a wide range of stakeholders; able to formally present to business audiences at network meetings and events</td>
<td>Essential</td>
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<tr>
<td>Strong interpersonal skills, able to liaise with businesses and community partners effectively and manage expectations</td>
<td>Essential</td>
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<td>Able to use initiative to solve unusual or complex problems</td>
<td>Essential</td>
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<td>Excellent planning and organisational skills, including the ability to prioritise own workload to meet deadlines and achieve targets</td>
<td>Essential</td>
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<td>Able to work under pressure but still provide consistent high quality work with attention to detail</td>
<td>Essential</td>
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<td>Good documentation skills; able to keep accurate records</td>
<td>Essential</td>
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<td>Able to work flexibly, both independently and as part of a team</td>
<td>Essential</td>
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<td>Able to identify, negotiate and nurture new opportunities</td>
<td>Essential</td>
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<td>Able to enthuse volunteers and support them in their projects</td>
<td>Essential</td>
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<tr>
<td>Good all round IT skills including competence with Microsoft Office packages, email and internet</td>
<td>Essential</td>
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<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Taking an active part in a team, helping colleagues as required to ensure tasks are completed on time and to required standard</td>
<td>Essential</td>
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<td>Working with employers, particularly in the private sector</td>
<td>Essential</td>
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<td>Working with voluntary, community and social enterprise organisations</td>
<td>Essential</td>
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<td>Arranging and servicing meetings, eg preparation of agenda and minutes</td>
<td>Essential</td>
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<tr>
<td>Using Salesforce CRM system</td>
<td>Desirable</td>
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<tr>
<td>Event management</td>
<td>Desirable</td>
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<tr>
<td>Use of social media and website management for marketing purposes</td>
<td>Desirable</td>
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<tr>
<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<tr>
<td>Willingness to learn new techniques</td>
<td>Essential</td>
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<tr>
<td>Comfortable working flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Professional and approachable manner</td>
<td>Essential</td>
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<td>Responsible, reliable and highly motivated</td>
<td>Essential</td>
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<td>Commitment to providing a high quality service</td>
<td>Essential</td>
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<tr>
<td>Flexible and willing to work across different locations and occasionally outside normal working hours</td>
<td>Essential</td>
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<td>Tactful and diplomatic</td>
<td>Essential</td>
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<tr>
<td>Enthusiasm and energy for volunteering, its benefits to the community and the opportunities it presents in terms of personal and professional development</td>
<td>Essential</td>
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THE DEPARTMENT

Student and Academic Services make a significant contribution to the University’s ability to achieve its ambition of offering an outstanding and valuable experience and to support our academic colleagues in achieving excellence in their research and learning and teaching and the student experience.

Our staff are committed to providing a high quality student-centred service that will enhance student life, retention, success and progression, and will be recognised as exemplary. Student and Academic Services comprises the following sections:

The Academic Support Office is the leading central service responsible for academic quality assurance and enhancement. We work with academics and provide services to students to improve students' learning, and support and develop staff who teach and support learners.

Careers and Placements has the lead responsibility for student employability. We work to enhance students' skills, aspirations, experiences and career planning so that all students feel supported in understanding and achieving their potential and goals.

Student Life and Wellbeing works to enhance all aspects of student life and experience at the University. We help to enable student-led activities in colleges; support the safety of the university community; provide pastoral support, resources and advice; deliver clinical interventions and respond in critical situations.

Student Services supports the student journey from enrolment to graduation. We provide advice, guidance and administrative services for staff and students, as well as for external examiners and invigilators.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
THE UNIVERSITY

Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7806
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 4 September 2019

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Holly Hennell, holly.hennell@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835