

**PERSON SPECIFICATION - VOLUNTEER COORDINATOR**

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Degree level education or equivalent</li> <li>• Experience of managing or coordinating projects</li> <li>• Experience of managing or coordinating volunteers</li> <li>• Experience of managing, or working with, remote colleagues</li> <li>• Experience in a volunteer role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience as a Volunteer Coordinator or in a Human Resources role</li> <li>• A recognised qualification in Human Resources Management or a related field</li> <li>• Experience in a small charity environment</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Exceptional organisational skills, a good level of numeracy, and excellent written and verbal communication skills</li> <li>• Excellent interpersonal &amp; listening skills, and an ability to relate to and be sensitive to the needs of a range of service users</li> <li>• Empathy with those affected by mental health conditions</li> <li>• Empathy with volunteers and an appreciation of their needs</li> <li>• Good IT skills including the ability to use all main Microsoft Office packages and to learn unfamiliar packages quickly and effectively</li> <li>• Good understanding and knowledge of social media</li> <li>• Ability to work within the bounds of confidentiality</li> <li>• Ability both (a) to use own initiative and work autonomously; and (b) to work with and report to a line manager, providing timely and accurate accounts of activity undertaken and utilising a manager's support and advice.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of OCD and/or related disorders</li> <li>• Ability to use website content management systems (e.g. WordPress / Drupal)</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Confidence, proactivity and ability to work independently and as part of a team</li> <li>• A methodical approach to administration and excellent attention to detail</li> <li>• Flexibility and willingness to go the extra mile</li> <li>• Willingness to work within the limited resources typical of a small charity environment</li> </ul>	