



Core Project information

Title	Management and Support Volunteer	Remuneration	Unpaid, travel expenses covered
Appointment period	1 day per week over 12 weeks or 2 days per week over 6 weeks, from 11 th June 2018		
Reports to (job title)	Alexandra Donnelly, Development Officer	Location	Sue Starkey House, 6 West Arbour Street, London, E1 0FB

Project purpose *(Why does the project exist? What is it there to achieve or deliver?)*

Creative Support is a support provider working with vulnerable adults in Tower Hamlets. We work across 6 supported living units, accommodating 300 adults. We provide activities and support which improves the quality of life of our residents and maximises their independence.

We are seeking an enthusiastic, organised and people-friendly student to manage and maintain our volunteer database. The role includes finding out how best to support our passionate volunteers and how we can improve our volunteer programme. The role will include liaising with our volunteer and marketing teams, researching best practice and managing new volunteers as they settle into their role.

The role will give the applicant management and project leader skills, experience working with volunteers as well as a chance to gain experience within a charity, working across different departments.

The aim of the project is to improve our volunteer management and ensure that our volunteers feel valued and fulfilled.

Project Skill Requirements *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/ Desirable
Qualifications	To be a current undergraduate student at Queen Mary or a 2017 graduate	E
Competency based skills	<ol style="list-style-type: none"> Motivation - the ability to achieve key goals. Proactivity and use of Initiative - the ability to act in advance, plan ahead and carry out duties in a forward thinking manner. Attention to detail - ensuring accuracy when producing documents and managing databases. Time management skills - ability to prioritise work in order to meet deadlines. Communication Skills - the ability to pass on information to others, both verbally and written, and to have a confident telephone manner. Enthusiasm - a passion for working with volunteers and striving to give volunteers a positive experience and welcome to their new volunteer role. An interest in Social Care - a genuine interest in working at a charity that strives to give the best quality of life possible for vulnerable adults. IT skills - ability to use Microsoft Word packages particularly MS 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



	Excel and familiarity with social media sites such as Facebook	
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Responsibilities of the Role

- Communication skills will be used to liaise with volunteers to collate feedback on how to improve how we manage and support volunteers, via phone calls, surveys and other means.
- Excellent organisation skills will be used to organise volunteer files, reviewing and updating where necessary.
- Creating volunteer roles and working with our volunteer and marketing teams to recruit volunteers.
- Utilising our social media accounts to advertise for volunteers, and showcase the range of activities across Tower Hamlets.
- Interviewing volunteers and helping them settle into their roles.

To apply for this role, please visit: <https://qmul.onlinesurveys.ac.uk/qprojects-summer-2018-application-form-2>

Interview date: Afternoon of Tuesday 12th June 2018

