



Job Description

Volunteer Officer

Hours of work: 21 hours per week
Salary: £27,272 (FTE) £15,485 actual
Place of work: Cirencester Office
Reporting to: Marketing, Communications and Volunteer Manager

We are seeking a friendly, organised and enthusiastic Volunteer Officer to support volunteering across The Churn Community Hub. Volunteers are an important part of our organisation, supporting our services, groups, activities, events and wider community work.

The Volunteer Officer will help coordinate the volunteer journey from initial enquiry and application through to induction and ongoing involvement. You will be a welcoming point of contact for volunteers, ensuring processes are organised, communication is clear and people have a positive experience.

The role will suit someone with excellent organisational and administrative skills who enjoys working with people. You will be confident communicating with and supporting a wide range of people, able to manage different tasks and processes accurately and work collaboratively with colleagues across the organisation. You will be approachable, organised and understand the important contribution volunteers make to our work.

The Churn Community Hub is an independent charity working in Cirencester and the surrounding villages for over 25 years. In 2024/25, we supported over 1,700 people to reduce isolation and loneliness, improve wellbeing, learn new skills and feel part of their community. Our vision is that all people should be included, involved and invested in their community, feel supported and valued and given the opportunity to achieve their potential.

THE ROLE

As Volunteer Officer, you will respond to volunteer enquiries, process applications, arrange and carry out volunteer interviews and complete references and DBS checks. The role includes organising and helping to facilitate volunteer inductions, maintaining accurate volunteer records and supporting regular communication with volunteers, including the volunteer newsletter. You will help organise volunteer involvement in events and activities, coordinate corporate volunteering opportunities and support the ongoing engagement and recognition of volunteers across The Churn. You will work closely with colleagues across our services to ensure volunteering is well organised and volunteers are supported in their roles. You will use our CRM system to record and maintain accurate and up to date volunteer information and support monitoring and reporting as required.

You should thrive in a collaborative working environment and be able to engage with volunteers, colleagues, partner agencies and others to support volunteering across The Churn and our community.

Duties and Responsibilities

Volunteering

- Respond to volunteer enquiries and process volunteer applications.
- Arrange and carry out volunteer interviews.
- Complete volunteer references and DBS checks.
- Organise and help facilitate volunteer inductions.
- Maintain accurate and up-to-date volunteer records on The Churn's CRM system.
- Support regular communication with volunteers, including the volunteer newsletter.
- Help organise volunteer involvement in events and activities.
- Coordinate corporate volunteering opportunities.
- Support the ongoing engagement and recognition of volunteers across The Churn.
- Work closely with colleagues across our services to ensure volunteering is well organised and volunteers are supported in their roles.
- Support monitoring and reporting of volunteering activity as required.
- Engage effectively with volunteers, colleagues, partner agencies and others to support volunteering across The Churn and our community.

General Churn work:

- The role will involve some travel around Cirencester and surrounding areas.
- As part of the team, contribute to the overall success of the Churn.
- Work with Churn team to accurately represent our services to supporters.
- Be responsible for own health and safety at work in line with the projects health and safety policy.
- Be flexible about providing support and cover for colleagues as needed.
- Attend team meetings and events.

PERSON SPECIFICATION

Qualifications	
Education equivalent to BTEC, NVQ Level 2 or practical training alongside a minimum of 5 GCSEs at Grade 5 and above (or equivalent)	D
Knowledge, Skills, Experience	
Experience of working with or supporting volunteers	D
Experience of volunteer recruitment, induction or administration	D
Experience of carrying out administrative tasks and maintaining accurate records	E
Experience of organising and coordinating different tasks and activities	E
Good interpersonal skills and the ability to engage effectively with volunteers, colleagues and others	E
Good written and verbal communication skills	E
Experience of engaging with businesses and other external organisations	D
The ability to promote the service externally	D
An understanding of confidentiality and its importance in the workplace	E
Good level of IT skills	E
An understanding of safeguarding and appropriate boundaries when working with volunteers	E
An understanding and commitment to Equality and Diversity	E
Personal Qualities	
Understanding of volunteers' needs and the ability to support them in their roles	E
Self-motivated with the ability to work on own initiative	E
Ability to thrive in a collaborative working environment	E
Deadline & outcome focused with good organisational and time management skills	E
Ability to travel around Cirencester and surrounding area	E
Non-judgemental and inclusive approach	E

TO APPLY:

Please apply via application form (CVs will be accepted as background information but will not be used for shortlisting) which can be requested, together with an information pack, via email HR@thechurn.org.uk or telephone 01285 380038. For an informal chat about the role, please contact Katherine Crawshaw, Marketing, Communications and Volunteer Manager, via the Churn Office on the same number.

Conditions of Employment

- 33 days annual leave (FTE) per year including public holidays
- 21 hours per week

- Monday to Friday with occasional evening and weekend events. Working pattern to be discussed at interview.
- 3-month probation period
- All our roles are subject to a clear enhanced DBS check
- Auto enrolment into pension after 3 months
- Simply Health employee assistance scheme