

## APPLICATION PACK VOLUNTEER COORDINATOR

### About the London Irish Centre (LIC)

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Our **Mission** is to empower and enrich lives through Irish community and culture.

The **Vision** of the London Irish Centre is to be the Irish Heart of London.

Established in 1954 to cater for the needs of Irish emigrants, the charity is now a vibrant, multicultural organisation and a hugely important resource for the Irish and local communities in London, with social groups and satellite offices throughout North and North West London.

Our Community Services provision is the largest for Irish people outside of Ireland. Our culture and arts programme provides entertainment and education for over 20,000 people each year. In total, the Centre welcomes over 60,000 attendees p.a. for conferences, weddings, functions, meetings and festivals.

Working closely with our Patrons **Dermot O' Leary** and **Ed Sheeran** we are in the early stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre as a world-class community and cultural centre.

#### Our Services:

Our **Community Services** are modelled around a strengths-based approach to support the Irish community to be the best they can be. We work across the following service areas:

1. **Information and Advice** - We provides specialist accredited information and advice across a wide range of welfare issues. The service is accredited by the **Advice Quality Standard (AQS)** to deliver advice on welfare benefits, housing and older people's issues. The Service includes specialist legal advocacy providing support and representation to appeal welfare benefits decisions.
2. **Community Development** – The Service exists to enable people to build strong support networks in the community. By building on existing community assets, it addresses needs including isolation, mental health, physical health, food poverty and digital poverty. It does this through a range of services, including Befriending, social groups around London, a Community Café, Community Kitchen, Community Health Navigation, Community Fridge and Digital Inclusion.

The **Community** we serve is widespread and diverse and we provide opportunities for people to get together online and in person through the use of:

- **Online Resources** - We have an informative, vibrant website and active social media presence
- **Volunteering** - Our constantly expanding pool of over **300 volunteers** play a vital role in the operation of the organisation whilst developing their own skills and networks

- **Family playgroup** - This is a fun, welcoming Saturday group which connects young families with Irish culture and language
- **Venue** - The Camden Centre hosts multiple events which address the needs of the Irish community as well as being a wonderful venue for major events and conferences as well as being a charity hub and a venue for conferences and social gathering. We welcome over **60,000** each year

In **Culture**, we manage London's leading Irish cultural programme:

- **Culture and Arts** - London's leading Irish cultural programme reaches over **20,000**
- **Community Usage Programme** - We give space and assistance which facilitates over **400 events** and meetings for Irish groups
- **Mentoring and Support** - We provide essential support to Irish individuals and organisations for the promotion of Irish culture, heritage and identity
- **Library** - Our library holds over **6,500 books** of Irish interest, one of the largest collections of its kind in Britain
- **Platform** - We offer Irish artists multiple performance opportunities
- **Gaelige** - Our Irish language programme allows over **300 yearly** to reconnect with their native language

## How to Apply

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In this pack we have included a job description and person specification to support your candidature, which we request be addressed through our application form.

To apply for this vacancy, please complete the application form and upload it through the portal - <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=7f1453c2-136e-4f4a-a2e7-223dd13c2b4b>. **Please be aware that we will not accept applications by C.V. and covering letter.**

**The deadline for applications is 9am, Monday 23<sup>rd</sup> August 2021**, we will not be able to accept late applications so please ensure that your application is submitted in good time for this deadline.

If you would like to have an informal conversation with Bernie Dolan, Information & Advice Service Manager; please contact us by email at [recruitment@londonirishcentre.org](mailto:recruitment@londonirishcentre.org) to arrange a call.

I hope that you will consider applying for this important role at the London Irish Centre, joining us in our mission to deliver empower and enrich lives through Irish community and culture.

Kind regards,



Andrea Keogh  
DIRECTOR OF OPERATIONS

The London Irish Centre  
50-52 Camden Square  
London  
NW1 9XB

## The Opportunity

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Based in Camden Square since 1955, our warm, welcoming and inclusive services empower and enrich the lives of many people across London. Today, the London Irish Centre continues to support those in most need, from crisis grants to advice sessions, outreach to hot meals. Thousands of people receive essential support and connection through our community services and cultural programmes.

The Volunteer Coordinator will be responsible for managing a team of Advice Volunteers and Information Volunteers to deliver first point of contact support and information, as well as basic advice to people with complex needs using a strengths-based approach, empowering people in a range of areas, including passport applications, returning to Ireland, moving to London, and linking with other services.

You will be responsible for engaging volunteers including inducting, training, supervising and supporting volunteers in becoming competent and efficient in their roles.

This highly rewarding role requires a dynamic and energetic approach to managing volunteers to deliver high quality services and achieve positive outcomes. You will have a passion for supporting volunteers in making a difference to people's lives.

Job Title:	Volunteer Coordinator
Reporting to:	Information and Advice Service Manager
Responsible for:	Information Volunteers, Advice Volunteers
Key working relationships:	Members of the public, other managers and staff, volunteers, partners
Salary:	Up to £28,000 pa pro rata
Office location:	Camden Square
Days:	2 days per week
Contract type:	Permanent

## The Role

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### Volunteer Coordination

- Work with the Volunteer Manager to recruit suitable volunteers to the service.
- Support volunteers through a full and thorough induction programme where roles, responsibilities, and expectations are clearly defined and understood.
- Provide supervision and support to advice and information volunteers, including coordinating admin and information for reporting, implementing and maintaining team processes, and ensuring adherence to best practice.
- Support advice and information volunteers to develop good working relationships and referral pathways across the service to achieve the best outcomes for clients.
- Ensure advice and information volunteers offer a high-quality equitable service to clients via a range of methods and platforms, including face-to-face, telephone and email.

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- Identify, support and coordinate volunteer training, learning and development to ensure high quality service delivery and to meet the needs of ongoing service development
- Monitor advice and support volunteers in maintaining accurate records in line with AQS and internal policies.
- Working with the Information and Advice Service Manager to review volunteer and client experiences and evaluate the effectiveness of the service.
- Work with the Volunteer Manager to develop and implement recognition structures including certification, reflective learning opportunities and organising social events to recognise the input of all the Advice Volunteers and Information Volunteers to the LIC.

### **General**

- To act as an advocate for the LIC at all times.
- Using a holistic approach, working across the London Irish Centre team to connect clients to appropriate services to achieve best outcomes.
- Ensure that safeguarding vulnerable adults and children is at the forefront of your mind and appropriate actions are taken in line with LIC policy.
- Give due consideration to Equal Opportunities in all aspects of work.
- Be aware of, and comply with, the rules and legislation pertaining to Health and Safety at work.
- Provide input for promotional activities and events, particularly good news stories.
- Work occasional evenings or weekends (for which time off in lieu will be given).
- Create content for communication activities, particularly good news stories.
- Carry out any other duties as may be reasonably required.

*This job description is a guide to the nature of the work required of the Volunteer Coordinator. It is not wholly comprehensive or restrictive and may be reviewed as required.*

## Personal Specification

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### Essential and Desirable Skills & Experience

	Skills & Experience	Essential	Desirable
1.	Experience of supervising, coaching, training and motivating a team of volunteers.	X	
2.	Experience of working with and supporting vulnerable people with complex needs, including managing boundaries and dealing with challenging situations.	X	
3.	Good verbal and written communication skills, with an ability to build and maintain relationships with a wide range of people.	X	
4.	Good level IT skills across Microsoft Office 365 suite and ability to use other digital platforms.	X	
5.	Recording on client/case management systems to ensure data quality and effective sharing of work.		X
6.	Understanding of the law and practice around welfare benefits and/or housing.		X
7.	Interest in the range of issues facing people from the Irish community in London.		X

## Summary of Conditions

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**Job Title:** Volunteer Coordinator

**Salary:** £28,000 pa pro rata, depending on experience

**Working hours:** 2 days per week - excluding a daily one-hour lunch break. The London Irish Centre's normal working hours are 9-5pm Monday-Friday. When flexi-hours are worked, a TOIL system is operated to a 35-hour working week.

**Start Date:** ASAP

**Contract Type:** Permanent

**Probationary Period:** The post is subject to a six-month probationary period, wherein one week's notice is required on each side.

**Notice Period:** Once confirmed in post, notice is 1 month on either side.

**Overtime:** No overtime payments: the London Irish Centre operates a Time Off in Lieu System.

**Holidays:** 26 days per year plus all public holidays pro rata, with an additional day after five years of employment.

**Pension:** All staff are eligible to join a pension scheme immediately upon appointment.

**Travel & Subsistence:** All costs other than home to office are reimbursed according to regulations and within budget.

**Equal Opportunities:** The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We encourage BAME and disabled applicants and value the positive impact that difference has on our teams. We are committed to equality and diversity within our workforce and all opportunities provided by the LIC. Whilst our offices have some barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace.

## Employee Benefits

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### Enhanced annual leave

Six additional days above statutory entitlement (26 days in total plus bank holidays) pro rata. Increase to 27 days after 5 years of service pro rata.

### Enhanced sick pay

Four weeks of contractual hours on full pay after completion of probationary period pro rata (remainder at statutory rate).

### Enhanced maternity and adoption leave pay

To support sustainable living while having a family we offer enhanced pay while on leave. Please do contact us if you would like further information.

### Personal development programme

Continuous Personal Development is actively encouraged and training opportunities explored.

### **Flexible working**

Flexible working is considered where possible for each role.

### **Cycle to Work Scheme**

Save up to 42% on the cost of bikes and equipment and spread the cost across 12 months.\*

### **Tech Scheme**

Save up to 12% on the cost of technology from Apple and Currys PC World and spread the cost across 12 months.\*

### **Eyesight Tests and Corrective Glasses**

If you have difficulty with your eyesight whilst using the display screen for work, we will pay for an eyesight test in accordance with regulations. This will determine if you require corrective glasses to reduce the health risks involved in the use of computer screens. If corrective eyewear is required then we will provide basic eyewear, which must be used whilst using the computer.

### **Jury Duty leave pay**

If you receive a summons to serve on a jury your leave of absence will be paid at your full rate unless exemption is obtained.

### **Employee Assistance Programme**

The EAP helps employees deal with personal problems that might adversely impact their health and wellbeing. EAP includes a 24/7 counselling, legal and information line, online health portal and critical incident advice for employees and their immediate family.

### **Complimentary tickets**

Complimentary tickets to LIC core cultural programmed events (subject to availability and may not apply to fundraising events and partnership events at external venues)

### **Education Programme**

50% discount on LIC education courses (subject to availability)

### **The LIC shop and bar**

20% staff discount at the LIC shop and 10% staff discount at the LIC bar

**Mindfulness App membership**

Membership to a mindfulness app which provides guided meditations to support your wellbeing

**\*Only available to staff on contracts of a minimum of 12 months**

## LONDON IRISH CENTRE

### OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values we:

- Offer a warm, friendly Irish welcome to all
- Bring kindness and care to all with whom we work
- Celebrate diversity in Irish culture, heritage and identities, and in the wider community we serve
- Aim to be outstanding in everything we do
- Keep community service and connections at the heart of our work
- Work with environmental and organisational sustainability in mind
- Provide a culture where everyone feels a sense of belonging and respect
- Listen to, cultivate, and explore new ideas and solutions
- Show commitment to the vision, mission and people of the LIC

*We provide a home away from home for the Irish in London.*