



## **Bromley Citizens Advice**

### **Volunteer Recruitment Coordinator**

#### **What will you do?**

- Manage the day-to-day running of the Volunteer Recruitment Department
- Liaise with managers to determine staffing requirements
- Recruit new volunteers by replying to and following up initial enquiries, contacting people who have applied and sending out relevant information
- Maintain up to date records relating to volunteer recruitment
- Use internal and external systems to advertise job vacancies as appropriate
- Monitor the recruitment inbox for new applicants and reply to them in a timely manner
- Contact applicants for an initial chat to establish their preferred role and ability to meet the requirements
- Send application forms to appropriate applicants and review completed forms for suitability
- Organise and take part in interview procedures as required
- Contact both successful and unsuccessful applicants, providing feedback where required
- Send out all appropriate post interview documentation; for example confidentiality agreements and links to mandatory training sites
- Check mandatory training has been completed
- Obtain references for successful applicants
- Undertake the induction of new volunteer recruits
- Check that existing volunteers' mandatory training is up to date
- Direct and supervise the recruitment team and undertake appraisals where appropriate
- Participate in recruitment fairs at universities, local colleges and other venues promoting volunteer opportunities with Citizens Advice Bromley (in association with Bromley Well colleagues)
- Create leaflets and posters, or use existing materials to support these promotions

#### **What's in it for you?**

- Make a real difference to people's lives, including to people who go on to volunteer, and to clients who receive a service from volunteers
- Learn about different volunteer roles and the experiences of volunteers
- Build on valuable skills such as communication, listening, advertising and recruiting
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community
- Travel expenses reimbursed (subject to pre agreed limits)

### What do you need to have?

- Prior Human Resource experience (paid or volunteers)
- Understanding of recruitment process (paid or volunteers)
- Experience of selecting candidates (paid or volunteers) or similar interviewing experience
- Excellent verbal and written communicating skills
- Good IT skills: experience of keeping (HR) records electronically, using word, excel spreadsheets, databases etc.
- Be friendly and approachable
- Be non-judgmental and respect views, values and cultures that are different to your own
- A positive attitude towards volunteering
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake training in your role
- If working in a hybrid role, be able to work from home in a confidential environment with effective IT links.

### How much time do you need to give?

A minimum of two days a week, for a minimum of a year. The day(s) could be spread over 1-3 days: so there is some flexibility

### Location

Bromley Citizens Advice, Community House, 4 South St, Bromley, BR1 1RH

\*Please note, Volunteer Recruitment is based at Head Office in Bromley but there is the possibility of hybrid working in this role

For further information, please email at [recruitment@citizensadvicebromley.org.uk](mailto:recruitment@citizensadvicebromley.org.uk)