



Job Description: Volunteer Coordinator (Santa Stork)

The organisation:

Stripey Stork is a registered charity (1161613) who transform the lives of families in need through the simple act of recycling. We collect new and pre-loved items for babies and children - equipment, clothes, furniture, and toys - and distribute them to disadvantaged families across Surrey and surrounding areas. The families Stripey Stork help are facing a range of challenges including homelessness, unemployment, low wages/high living costs, and domestic violence.

Stripey Stork believe that every child deserves the **same start** and that by sharing the items our families have outgrown we can support a circular economy in a focused and meaningful way.

Our vision is that **every child in Surrey** has access to the essential things they need to develop and meet their potential.

Our mission is to **alleviate the impacts of childhood poverty** by providing a practical way for families to help each other with kindness and purpose.

Meet us here: <https://vimeo.com/491994999>

Access our annual reports here: <https://stripeystork.org.uk/annual-reports/>

Our 2021-2024 focus:

Stripey Stork will target areas of high social need across Surrey, enabled by availability at the right time, and the best possible service.

- Childhood poverty and deprivation is significant in many areas of Surrey.
- Key stakeholders are targeting the impact of deprivation on the early years, and we can align with their strategies.
- We can increase the utilisation of our warehouse by expanding and flexing volunteer and working hours.
- We can deliver the best possible service through changes in our organisation, process and systems, operating model, and product offering.

Overview of the Role:

Santa Stork, our annual Christmas campaign, is the biggest project in the Stripey Stork calendar.

As the Volunteer Coordinator for Santa Stork, you will have responsibility for ensuring that the Christmas gift packs are ready for collection and delivery. This will involve turning your hand to a wide variety of tasks, including leading a team of project and corporate volunteers, ensuring that everyone works safely, and acting as a key point of contact to anyone interested in supporting the campaign.

This is a busy and varied role, requiring excellent interpersonal skills and an 'unflappable' approach.

Key responsibilities of the role:

- Act as a key part of the project team for the high-profile Christmas campaign
- Develop a schedule and determine what people resources and working shifts are required to deliver the project
- Be the key contact at the project location welcoming guests, delivering induction, and ensuring that the workspace is set up to work efficiently and safely
- Be the key contact for all volunteers wishing to get involved in supporting the project
- Coordinate a team of project volunteers and delegate tasks effectively to ensure that the project remains on track
- Work closely with the Communications Manager to provide updates, stories and photos that can be used across our channels
- Manage the project email account
- Ensure that the team and volunteers work safely, respectfully, and considerately within the project space adhering to any COVID-safe workplace practices that apply at the time
- Liaise with the Stripey Stork core team where support is required to ensure that the project and the core service run smoothly in parallel
- Being a key member of the Stripey Stork team and contributing with ideas and assistance to ensure the organisation meets its targets and remains successful

Key attributes required for the role:

- A knowledge of the way Stripey Stork operate and support for our cause (previous involvement with the Santa Stork project is preferable but not essential)
- Friendly and courteous to all volunteers, partners, supporters and to those wishing to donate items
- Confident in using MS Office applications (especially Excel)
- Sensitive to confidential data, protecting the anonymity of any family information we receive
- An ability to problem solve and look for solutions
- Willingness to work flexibly on occasions – in terms of both time and task
- Ability to remain calm under pressure as our workspace gets very busy
- Note that this role can involve lifting and carrying items boxes of gifts etc

Contract:

Short term contract role for 12 weeks from end of September to end of December. Salary is £10.30 ph. This is a salaried role and holiday pay will accumulate across the period (there is flexibility to take time off during half-term if required).

Hours of work:

15 hours per week

Days/times to be mutually agreed, but most likely to be 9.30am to 12.30pm Monday to Friday during November and December.

Some evening and weekend work may be required with notice.

Role reports to:

Partnerships Manager

Location:

The role is based at a central Reigate site where the project will be based.

(Free parking is available).

Application process:

To apply, we would like you submit a CV and covering letter by 12pm on Monday 20th September 2021 to recruitment@stripeystork.org.uk

The covering letter should cover the following topics:

- What skills and experience would you highlight that are relevant to our work at Stripey Stork?
- What motivates you about the work we do at Stripey Stork?

Interviews will be in person at our warehouse in Reigate. The option of a virtual meeting via Zoom will also be available.