



Volunteer Coordinator (Young People)

Part time – 12 hours per week

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 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 abuse.

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://youtu.be/CDZcFsz6ZAg>

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

Overview of the role:

Stripey Stork are looking for a Volunteer Coordinator to join our team based in Reigate. This role will have a specific focus on supporting young people to volunteer with Stripey Stork as part of a school elective or Duke of Edinburgh Award programme. This is a fantastic opportunity to encourage young people to be involved in curating the range of clothes and items we provide for the young people we support, whilst giving them a valuable insight into the work we do.

This role involves managing the students whilst they work in the warehouse, being organised and resourceful in managing people and tasks effectively. It also involves being the main point of contact for students and parents, keeping secure and accurate records of volunteer hours and information on our Salesforce CRM system, and reporting on students' Duke of Edinburgh achievements via the DofE online portal.

This role requires excellent interpersonal and communication skills. It also requires a working knowledge of the safeguarding principles of working with young people, and the confidence to act on any concerns.

Our ideal candidate will have experience of working with young people, and will have a confident, friendly and warm personality.

Key responsibilities of the role:

- Understand the Duke of Edinburgh (DofE) Award scheme and the requirements of the volunteering element of the programme.
- Lead the engagement programme to advertise and recruit young people to join a regular volunteering slot at Stripecy Stork.
- Offer advice and information to prospective volunteers through face-to-face presentations, conversations and email contact.
- Meet and greet volunteers, ensuring everyone feels welcome and comfortable within the warehouse environment.
- Monitor and review the programme providing feedback to the young volunteers and schools as necessary.
- Gather feedback and measure impact of the programme, incorporating suggested improvements for future sessions.
- Ensure a thorough induction is carried out for each new volunteer including Health & Safety information as per the Volunteers Handbook.
- Provide sensitive and caring support to volunteers with additional needs.
- Ensure that the volunteers work safely, respectfully and considerately within the warehouse space.
- Maintain appropriate volunteer records with appropriate sensitivity and adhering to data protection regulations.
- Support safeguarding policy and ensuring that processes are in place to raise concerns.
- Celebrate volunteering by nominating volunteers for awards and sharing appropriate information about successes and achievements with the rest of the team.
- Ensure volunteers leave the workspace clean and tidy at the end of each session
- Liaise with the wider Operations team to ensure that volunteers are completing the most appropriate tasks at each sorting and/or donating session.
- Liaise with the communications team to ensure that the programme and its impact are reflected in our social media and marketing materials.
- Provide occasional cover for volunteer sessions at other times – for example on occasional weekends, or during school holidays when the usual Duke of Edinburgh sessions may not be running.

Key attributes required for the role:

- A knowledge of the way Stripey Stork operates and support for our cause.
- Confidence working with young people and creating a structured and positive volunteering environment.
- Confidence working on Salesforce to record and report on volunteer data.
- Friendly and courteous to all volunteers, visitors and to those wishing to visit our premises.
- Comfortable and confident with presenting to groups of people.
- A good working knowledge of items and equipment for babies and children, and their appropriateness for the families Stripey Stork support.
- Willingness to work flexibly on occasions – in terms of both time and task.
- Willingness to complete First Aid, Health & Safety and Fire Safety training and to provide support to volunteers as required.
- Willingness to complete Safeguarding training and undertake advanced DBS checks.
- Ability to remain calm under pressure.
- Sensitivity to the needs of different volunteers and ability to adjust the task to suit capability and preferences.

Note that this role involves some lifting and carrying items like prams and sections of unassembled cots etc.

Salary and hours of work:

We are offering an FTE salary for the role of £25,007 pro-rated to 12 hours a week (based on working week of 35 hours).

The working hours will be 1-6pm, two days per week. Currently these are Wednesdays and Thursdays, with a planned move to Tuesdays and Thursdays from September 2024.

This role is offered in on a standard annual basis with 33 days holiday (including bank holidays). Some flexibility around school holidays is possible.

The role holder will be eligible to join the company pension scheme (NEST).

Role reports to:

Volunteer Team Leader

Location:

The role is based at 51a Albert Road North, Reigate, RH2 9EL.

Contract:

This is a permanent contract with an initial three-month review period.

To apply send a CV and covering letter including details of why you want to work for Stripey Stork and what makes you perfect for this role, to:
recruitment@stripeystork.org.uk by 12pm on Monday 15th April 2024.

To arrange a tour of the location prior to making an application please email
info@stripeystork.org.uk

Stripey Stork are working hard to create an inclusive team culture, reflecting the diversity of the community we serve. We are committed to making our recruitment process and roles accessible and encourage applications from people from a broad range of backgrounds and circumstances, including those who are under-represented, or have lived experience of the challenges facing families we support.