

ROLE PROFILE

VOLUNTEER & STAFF TRAINING CO-ORDINATOR

LEGACY YOUTH ZONE



ROLE PROFILE

POST:

Volunteer & Staff Training Co-ordinator

SALARY:

£30,000 per annum

LOCATION:

Legacy Youth Zone, Croydon

REPORTING TO:

Head of Youth Work Delivery, and Partnerships

LINE REPORTS:

Volunteers

CONTRACT:

Permanent, full time 40 hours per week

BENEFITS:

33 days annual leave including bank holidays; free gym access; access to OnSide's Talent Academy; Employee Assistance Programme, discounted holiday club for dependants on working days

KEY RELATIONSHIPS Volunteers, Core Management team, Youth Work Managers, OnSide, External Stakeholders, Young People and parents/carers

MAIN PURPOSE

The Volunteer and Staff Training Co-ordinator will be responsible for the recruitment and onboarding of up to 40 volunteers to support the youth zone and recruiting and supporting Legacy members onto the Young Leaders volunteering programme. They will also hold responsibility for designing, implementing and coordinating training programmes for both volunteers and staff. This aspect of the role will focus on ensuring that all team members are equipped with the necessary skills and knowledge to fulfil their roles effectively, fostering continuous learning and support development initiatives that align with Legacy Youth Zones goals. Manager will hold overall responsibility for the volunteer strategy, and management of all volunteers, to recruit, train and support a pool of volunteers to work alongside qualified staff across the different sections of the Youth Zone and on other projects.

CORE RESPONSIBILITIES

Volunteer Co-ordination:

- Coordinate the recruitment, onboarding and placement of volunteers.
- Act as the main point of contact for volunteers, providing guidance and support as needed, maintaining a positive and supportive working environment for volunteers.
- Maintain accurate and up-to-date volunteer records, ensuring that all relevant information such as contact details, training completion is properly documented. Regularly update the volunteer database ensuring all necessary paperwork, such as background checks and certifications, are completed. Additionally, the role requires generating reports on volunteer engagement and performance.



- Create clear, engaging, and detailed role descriptions for volunteers. Identifying key responsibilities, skills, and expectations for each volunteer position to ensure that both the organisation's needs, and volunteer motivations are aligned. Collaborate with various departments to ensure each role is accurately defined, providing volunteers with a clear understanding of their contributions and how they fit into the broader mission. Additionally, you will regularly review and update these role descriptions to reflect any changes in organisational priorities or volunteer requirements.
- Lead on volunteer recognition activities, ensuring volunteers are recognised and feel valued for their contribution.
- Coordinate and manage volunteer-led projects within the youth zone.
- Deliver appropriate training for our Young Leaders and support them on session. Work with the Youth Work Team to ensure Young Leaders are successfully fulfilling their roles as well as offering appropriate development opportunities.

Staff Training and Development:

- Coordinate and collaborate with department leads to assess staff training needs and implement training as required
- Provide learning and development opportunities for all team members through effectively managing an organisation training matrix for up to 70 full and part time employees and 40 volunteers.
- Manage the training LMS platform and proactively engage with OnSide Talent Academy to identify training opportunities across the network.
- Deliver and facilitate face-to-face training for staff and volunteers including new starter inductions.

Management:

- Manage the allocated budget for volunteering and training and other associated resources effectively and efficiently.
- Contribute to the effective marketing of the Youth Zone within local communities by participating in events as needed and utilizing social media to promote volunteer activities.
- Contribute to promoting and marketing of the Youth Zone within the community including participating in events as required and effectively using social media relating to volunteer work.
- Complete reports on Impact, output and outcomes of training and volunteers.
- To work within the performance framework of the Youth Zone and OnSide.
- As part of the management team, to deliver a focused, measurable contribution to the Youth Zone's overall strategic plan.
- To carry out any other reasonable duties as requested

GENERAL RESPONSIBILITIES

- Be a role model for young people, demonstrating a "can do" attitude and taking responsibility for your actions
- Commit to fostering a culture of continuous improvement and work within the performance framework of Legacy Youth Zone and OnSide.
- Foster a collaborative and supportive work environment by actively engaging with colleagues, sharing knowledge, and contributing to team successes
- Adhere to all policies and procedures, particularly those relating to Safeguarding, codes of conduct, health and safety and equality and diversity, ensuring that all activities are accessible for everyone.
- Represent the Youth Zone positively and effectively in all dealings with external stakeholders.
- Remain vigilant about safeguarding and child protection issues, promoting the welfare and safety of Youth Zone members and promptly report any concerns to the designated Safeguarding Leads (training will be given if required)
- Support promotional activities and visits that take place at Legacy Youth Zone, and contribute to increasing Youth Membership.

ABOUT LEGACY YOUTH ZONE

Croydon Youth Zone, named “Legacy” by local young people, was the third Youth Zone in London opened by the national charity, ‘OnSide’ in September 2019. This is an exciting and unique opportunity to join a growing youth work team and play a critical part in shaping opportunities from Croydon’s young people and supporting a universal youth service for thousands of young people.

Legacy, like all ‘OnSide’ Youth Zones, exists to give young people somewhere to go, something to do and someone to talk to, to discover their full potential through positive activities and inspirational youth workers within a positive environment. It’s about opportunity.

Legacy’s state-of-the-art multi-million pound building in Croydon provides young people with access to a range of activities, offering young people the opportunity to try new things, meet new friends, gain new skills and access support from friendly, warm, welcoming and understanding team of paid staff and volunteers.

To access Legacy, young people pay £5 annual membership and then 50p every time they visit. Legacy is for young people ages 8-12 (Junior sessions), 13-19 (Senior sessions), and our Beyond Limits session supports young people with additional needs aged up to 25 years. Our facilities include dance art art suites including a media space, music, radio and recording studio space, sport facilities including a gym, MMA and boxing space, climbing wall, sports hall, and MUGA. We also have a sensory room, training kitchen, wellbeing room and salon. The youth zone is fully equipped for a wide range of universal and targeted services.

To find out more, please watch this video: <https://www.youtube.com/watch?v=usPODSRw7nw>

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don’t. It’s about opportunity.

OnSide is a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they’ve got and where it could take them.

OnSide funds and builds state-of-the-art, multimillion- pound Youth Zones in the country’s most economically disadvantaged areas. They train the amazing people that run them. And they offer continuing support via the nationwide OnSide Network of 14 Youth Zones (and growing), where colleagues can learn and grow, share their stories, and celebrate their success together.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit – from who they are now, everything they might become and achieve, and everyone they might touch and inspire.

All they need is the chance to shine – an environment where they can be their best selves –and you just watch them go.

It’s about opportunity.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the following experience, skills, knowledge, and attributes.

Selection Criteria*	Essential or Desirable	Method of Assessment
A = Application Form I = Interview T = Test/Personality Profile		
Experience		
Experience of recruiting, managing and motivating volunteers	Essential	A & I
Experience of designing volunteer training programmes and delivering training	Essential	A & I
Experience of Safeguarding and dealing with safeguarding disclosures	Desirable	A & I
Educational / Vocational Qualifications	Desirable	A & I
Educated to Degree level in a relevant subject or equivalent experience	Desirable	A & I
Skills		
Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships	Essential	A & I
Ability to enthuse, inspire and motivate others	Essential	A & I
Ability to pay attention to detail, be thorough and organised	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to work under pressure & prioritise effectively	Essential	A & I
Training and facilitation skills	Desirable	A & I
Strong interpersonal and networking skills	Essential	A & I
Excellent verbal and written communication skills	Essential	A & I
High standard of ICT skills, including the use of databases	Essential	A & I
Knowledge		
Knowledge of current trends and practices relating to volunteer recruitment, management and retention	Desirable	A & I
Knowledge and awareness of issues affecting young people	Essential	A & I
Special Requirements		
A willingness to work unsociable hours when required	Essential	A & I
Demonstrate a commitment to the goals and drivers behind Legacy Youth Zone and OnSide	Essential	A & I
Enthusiasm and ability to contribute to the successful development of The Youth Zone.	Essential	A & I
The ability and willingness to travel to events.	Essential	A & I
Enhanced DBS clearance and commitment to Safeguarding children	Essential	A & I

APPLICATION PROCESS

To apply, please complete an application form, which can be found and submitted via the website or by clicking [here](#)

Please provide the following information:

- Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before an offer of employment is made);
- Any reasonable adjustments we can make to assist you in your application or the selection process.
- Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974?
- Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020?

Closing date for applications: **Sunday 20th October 2024.**

Anonymous Applications: We recognise our workforce is under-represented in certain areas and are committed to addressing this. Therefore, we actively encourage applicants to submit anonymous applications; this means removing names & email addresses from CVs and cover letters. The HR Lead will have this information from submissions, but this will not be available to the selection panel when they are considering applications.

For information on how Legacy processes your data, go to <https://legacyyouthzone.org/privacy-policy/>



OUR VALUES

Legacy

An **OnSide** Youth Zone



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



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