**HR use only**

|  |  |
| --- | --- |
| **Evaluation Date** |  |
| **Grade** | **10** |

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | **Active Communities Supervisor (Volunteering)** | **Reports to:** | **Active Communities Development Officer** |
| **Department:** | **Active Communities**  | **Location:** | **Head Office & Across Venues** |
| **Work Pattern:** | **35.75 hrs per week including evenings and weekends** | **Contract Status:** | **Permanent**  |

|  |
| --- |
| **BACKGROUND** |
| We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by: **welcoming** all,each one of us **caring** about what we do,being **passionate** about how we do it,and feeling **proud** of what we achieve |

|  |
| --- |
| **JOB PURPOSE** |
| You will oversee all aspects of volunteer management within our Ageing Well programme; to ensure we have a team of confident, motivated and skilled volunteers to deliver Ageing Well activities across the city and support older adults to live more active and healthy lives.  |

|  |
| --- |
| **KEY RESULT AREAS** |
| **Key Responsibility** | **Expected time spent (%)** |
| 1. Plan and co-ordinate volunteer recruitment and induction.1. Work with the Ageing Well Programme Officer to identify volunteer needs across the programme
2. Identify opportunities to promote our volunteer vacancies
3. Prepare all resources and materials required to recruit, induct and train volunteers
4. Lead the delivery of volunteer recruitment, induction and training
	1. Actively promote volunteer opportunities through volunteer fairs, social media and word of mouth

Meet with potential volunteers to assess suitability and deliver induction training * 1. Work with Ageing Well team and Edinburgh Leisure colleagues to create an annual programme of training for volunteers
1. Assess the ongoing needs of our volunteers to ensure they are happy and confident and we are giving them the right level of training and support. This will involve regular communications, activity visits, 1-1 check ins and exit interviews where appropriate.
2. Support the monitoring and evaluation of the Ageing Well programme and the volunteer experience
	1. Create volunteer evaluation forms and collate responses
	2. Record verbal feedback and observations from volunteers
	3. Identify potential case studies
	4. Produce reports highlighting the impact of volunteers / volunteering
3. Undertake the administration element of volunteer management ensuring all records are managed appropriately.
 | 20%25%25%15%15% |

|  |
| --- |
| **RESPONSIBILITY FOR RESOURCES** |
| **Responsibility for staff:** | No direct reports but will manage a team of volunteers |
| **Salary bill for all staff reporting:** | Nil |
| **Responsibility for finance and level of financial control:** | Nil |
| **Responsibility for Physical Resource:** | Make recommendations for purchase of resources as is necessary to deliver sessions. Driving EL van. Organise session materials and resources.  |
| **Responsibility for Data and Information:** | Access to Active Communities participant and volunteer records. Ensuring all session registers are completed. Responsible for handling confidential information in a safe and secure manner. |

**GUIDELINES AND EXPECTATIONS**

|  |
| --- |
| **Authorities & Limitations** |
| * You are responsible for planning and co-ordinating volunteer induction and training sessions
* You will deliver a range of physical activity and health improvement sessions to a wide range of people.
* You will advise Development Officers on how best to engage with volunteers to support the continued development of these sessions.
* You will be responsible for finding the appropriate resources to meet the needs of these sessions.
* You will use your specialist knowledge and expertise to deliver informative and impactful sessions.
* Know when to involve others in key decision making and share information appropriately so resources are best utilised.
* You will be expected to inform others, share your knowledge and promote and encourage good practice throughout the Active Communities team.
* You have the responsibility for managing your own workload to achieve the goals agreed by your line manager. You will be expected to keep your line manager informed during regular review meetings.
* Maintain ongoing CPD required for your role.
 |

|  |
| --- |
| **Communication & Representing The Organisation** |
| * Express your opinion to support continuous improvement of the sessions and customer experience.
* Confidently deliver volunteer induction and training sessions.
* Provide regular feedback to a range of stakeholders (e.g., volunteers and participants).
* Attend meetings both internally and externally as required to support the development of the programme.
* Lead, facilitate and represent EL positively at various forums seeking opportunities to share best practice, programme development etc.
* You will be required to share information in a variety of different formats (e.g., presentations, evaluation, report writing).
* Interact with your customer, colleagues, volunteers, and visitors in a positive, confident and helpful manner.
 |

|  |
| --- |
| **Safeguarding Our Customers** |
| Take an active role in your safety, and the safety of your team, and your customers. Don’t interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.You must understand and fulfil your role (following training) in:* Edinburgh Leisure’s Health and Safety policy
* Edinburgh Leisure’s Child Protection policy
* Your venue’s Emergency Action Plan (EAP)
* Your venue’s Normal Operating Plan (NOP)

Understand the H&S obligations of various sports activity and ensure Edinburgh Leisure is fully compliant to mitigate any associated risk. You are expected to operate within and meet the needs of the Equalities Act. |
| **Problem Solving** |
| * You will identify things that prevents people from volunteering and make recommendations how to mitigate these.
* Deal with enquiries effectively and in line with Edinburgh Leisure’s Values, feeding back to Development Officer as appropriate.
* Know when to escalate issues to Active Communities management should you be unable to resolve or respond to enquiries.
* Analyse and prepare accurate performance reports, report on Personal Performance Objectives (PPOs) and make recommendations on outcomes.
 |
| **Impact On Organization** |
| By supporting a team of motivated volunteers, you are enabling those experiencing health inequalities to participate in physical activity you will improve lives and their health and wellbeing. You will support some of the hardest to reach and vulnerable people in the city to get active, resulting in improved health, better social interaction, less reliance on public services. |

|  |
| --- |
| **JOB DEMANDS** |
| **Physical** | This role requires a basic level of fitness with the post holder working between an office and community environment. |
| **Mental** | You are expected to prioritise your workload effectively to meet the needs of Edinburgh Leisure and stakeholders. You will be required to deliver the business plan. You will be expected to participate fully in team activities or projects. |
| **Emotional** | You are expected to always act in a professional manner; you may be faced with challenging situations and will need to be able to deal with these appropriately. |
| **Environmental** | You will be required to work at Edinburgh Leisure facilities, community settings and head office. |

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Factor** | **Essential** | **Desirable** |
| **Qualifications and Attainments:** | A recognised HND qualification or work experience within physical activity, health, community or volunteer development.  | Volunteer Management Qualification Health Inequalities QualificationsPublic Health QualificationsFirst Aid Qualifications |
| **Knowledge and Experience:** | **Knowledge:**You should be able to demonstrate an understanding of the benefits of volunteering. **Experience:**Experience of working with older adults A background or experience of working with volunteers. Experience of promoting a positive team environment and a proven track record of supporting, motivating and inspiring others. | An understanding of health inequalitiesExperience of working in the health, community or voluntary sectorA background or experience of working with people experiencing health inequalities to promote physical activity.  |
| **Additional Requirements (e.g. competencies):** | Refer to the Essentials framework. |  |

|  |
| --- |
| **DISCLOSURE/PVG REQUIREMENTS** |
| **Basic Disclosure** |

**I have read and understand this job description and I am clear about what is expected of me in this job.**

**Signed ………………………………….. Date ………………………….**