



## Job Description

### Operations and Volunteer Coordinator

#### About Friends of the Family

Friends of the Family supports families in and around Winchester, helping them to overcome their challenges and face the future with confidence. Working in Winchester and district for over 30 years, our skilled professionals and trained volunteers offer a safe and nurturing environment where children and parents can learn to help themselves.

We currently operate three services:

- **5s to 13s Befriending Service.** This service matches a child aged between 5 and 13 with a trained volunteer who meets them once a week for two hours. The child benefits from dedicated and regular support, whilst we support the family to build a more positive future, including onward referrals to counselling and other agencies.
- **Mums and Young Children Group.** A therapeutic support group and counselling service for mums with babies and preschool children. Provided in a safe, nurturing setting lead by an experienced therapist, mums come together weekly, whilst their children are looked after by a team of volunteers.
- **Support for Dads.** Counselling and peer support to help dads in their role as a parent.

Our approach is based on getting involved early in the life of a family which is experiencing difficulties, and we work closely with other local services. You can read more about our work and the difference we are making to families on our website – [www.fotwinchester.org](http://www.fotwinchester.org).

#### Vacancy

We are currently seeking a highly organised individual to join our small team. This is a flexible, part time role and if you are organised, enjoy working as part of a team and making a difference in the local community then this role may be for you. We have three services that we deliver in and around the Winchester area, and this role underpins all of them to support and coordinate the charity's activity.

In this role you will support the 5s to 13s Befriending Manager and be the first point of contact with all our wonderful volunteers, who are critical to the success of our services. You will also support the wider charitable activity with your strong administrative and operational skills, including organising events and office management. We are continuing to evolve our services within the community, and for the right candidate there is potential for increased hours.

# The Role: Operations and Volunteer Coordinator

**Job title:** Operations and Volunteer Coordinator

**Role Purpose:** To co-ordinate the recruitment and onboarding process of volunteers across the charity, in addition to administrative support and office management for the wider charity team.

## Responsibilities

### 1. Service Delivery Support

#### **Volunteer recruitment for 5s to 13s Service and Mum and Young Children's Group**

Responsible for the volunteer experience from first point of contact with the charity through to them joining the team as a fully-fledged volunteer. This includes:

- First point of contact with prospective volunteers up until they have completed their training
- To manage the pipeline of volunteer enquiries, review applications and fielding questions
- To undertake pre-interview screening calls with prospective volunteers to assess suitability
- Onboarding administration – ensuring all information is managed and recorded on CRM and that references, DBS checks and safeguarding training is completed.
- To support with the coordination of training dates, venue hire, preparation of materials and content for volunteer training as directed by the service leads.
- Process volunteer expense claims ready for payment
- To liaise with our volunteer 'Cheerleaders' – a small group of volunteers who support our fundraising and charity communications.
- To support the 5s to 13s Service manager with other ad-hoc tasks relating to the ongoing management of volunteers for example, attending events or joining interviews as required.
- Supporting the 5s to 13s Service Manager with training days.
- Marketing support: Distribution of marketing materials e.g posters, and advertisements in support of volunteer recruitment campaigns and maintaining a presence on external volunteer recruitment websites.

#### **Service Delivery**

- To support the 5s to 13s service manager with the delivery of volunteer and family workshops and activity days. Activities include but not limited to liaising with suppliers, making relevant bookings, keeping a record of costs and managing attendance lists.
- To attend 5s to 13s training, events and workshops where necessary
- To support all our services with general administration.

### 2. Charity Administration

#### **Office management**

- Equipment – overseeing contracts, ensuring equipment is in place e.g. stationary, printer paper, stamps, team kit.
- Quarterly gift aid submissions, JustGiving income and petty cash reconciliation.
- Manage phone / internet contracts and coordination with other office suppliers
- Support with the timely production of thank you letters to donors
- Support with the production and distribution of mailings e.g. Christmas letter
- Manage shared charity email inboxes

## Data and IT

- Manage and update the website (WordPress)
- Manage mailing lists and creation and distribution of the Supporter newsletter
- CRM Management (Salesforce) including data entry, maintaining user records, user management, extracting data for reports and creating events for individual and group counselling sessions.
- CRM support for the services as necessary
- Ensure CRM reflects GDPR and data retention policies in place

## Events

- To organise and deliver logistics for charity events e.g. AGM, Open days, supporter events, Team meetings / away day, fundraising and awareness events.

## Personal Specification

### Essential skills, knowledge, and experience

- Strong organisation and time management with good attention to detail is essential.
- Strong interpersonal skills, our ideal candidate will enjoy working with people - able to work with within a team and build a rapport quickly and easily with supporters and volunteers
- A flexible and empathetic approach to the role is vital
- Strong written and verbal communication skills
- The ability to work well and effectively in a team environment, both in person and remote working
- Confident user of IT, technology and systems.
- Experience in CRM systems is essential; knowledge of Salesforce is an advantage.
- Can-do approach and able to work independently with minimal supervision
- 5-10 years of office / work experience
- A keen interest in what we do.

### Desirable

- Experience of working with and managing volunteers would be an advantage
- Experience of working in the charity sectors – in particular any knowledge of Befriending Programmes would be an advantage but not essential.

## Details of the Role

**Reporting to:** Operations Director.

**Other key relationships:** A close working relationship is required with the 5s to 13s Befriending Manager and Mums and Young Children group.

**Salary:** This is a permanent role, and we are looking for someone to join our team initially on approximately 16 hours per week, with scope for more hours for the right person as we develop our services. The salary range is £27,000 - £29,000 FTE.

**Benefits:** 28-day holiday allowance to include bank holidays. Flexible, part time role with a committed team. 3 additional gifted days off during the Christmas period. Free eye test.

**Working patterns:** This is a hybrid role with flexibility to work from home and carve out your own working pattern, along with regular, weekly attendance in the office - currently on a Tuesday.

Attendance at quarterly team meetings and the annual away day is also required (days/ times can vary).

**To apply:** please complete the application form and return to [admin@fotfwinchester.org](mailto:admin@fotfwinchester.org).

**Timeframe:** Please apply by Monday 9<sup>th</sup> February 2026 by 12:00hrs.

Thank you for your interest in this role, we look forward to hearing from you.