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|------------------------|-------------------------------------------|
| <b>POST:</b>           | Volunteer Coordinator                     |
| <b>SALARY RANGE:</b>   | £12,180 – £13,440 (£30,450 – £33,600 FTE) |
| <b>TERM:</b>           | Fixed term contract until 30 April 2029   |
| <b>HOURS:</b>          | 15 hours per week                         |
| <b>ACCOUNTABLE TO:</b> | Head of Engagement                        |

## Job Summary

The Volunteer Coordinator is a National Lottery funded role supporting our Post-Diagnosis Support Programme and ensuring that volunteering is embedded across ReMind UK. This is a proactive role which would suit someone with great organisational and people skills who enjoys supporting individuals and groups and working on a variety of activities. The role will work with ReMind UK's Engagement team identifying and creating volunteering opportunities across the organisation, managing recruitment through community work and marketing, and implementing stewardship and evaluation processes for volunteers and ambassadors. As a key part of our Post-Diagnosis Support Programme, the role will ensure volunteers have an outstanding experience, working in a positive environment.

## ReMind UK overview

ReMind UK is an independent charity and internationally renowned centre for research, diagnosis and treatment of neurodegenerative diseases. Our research aims to improve life for people with dementia and their families and carers, and to find drug and non-drug treatments for people with conditions such as Alzheimer's disease and other diseases predominantly affecting older people. Our contracted NHS Memory Clinic service, private memory assessments and allied activities provide support to people affected. We are currently in an ambitious phase of development looking to increase our clinical and academic research programme. We work closely with the Universities of Bath, Bristol and other research Institutions, both nationally and internationally and with the Royal United Hospital, Bath.

## KEY RESPONSIBILITIES

1. Oversee recruitment of ReMind UK's volunteers through building relationships and partnerships in the community and establishing effective recruitment materials and channels.
2. Work with the ReMind UK team to identify opportunities for volunteer roles to support and add value to the business.
3. Collaboratively create role descriptions and person specifications for volunteer roles.
4. Identify barriers to engagement, particularly from under represented groups and communities experiencing exclusion, and develop accessible new opportunities to engage potential audiences.

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ReMind UK, The Research Institute for Brain Health, Royal United Hospital, Combe Park, Bath BA1 3NG  
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5. Support the Post-Diagnosis Support Programme Manager to identify opportunities for beneficiaries to support post diagnosis courses and events through volunteering.
6. Create and maintain accurate Risk Assessments for all volunteer roles and activities.
7. Ensure volunteers receive an excellent onboarding experience including induction and training.
8. Regularly check-in with volunteers and support ReMind UK staff to effectively manage and support their volunteers.
9. Ensure that volunteers deliver a high quality experience to beneficiaries while adhering to the objectives of their role in line with good practice and any health and safety guidelines. Ensure that they are well supported and supervised and that any training needs are identified and addressed in a timely manner.
10. Produce and regularly refresh volunteer materials including handbook and welcome pack.
11. Work with ReMind UK's Marketing colleagues to keep the website up to date with volunteering opportunities and stories and provide engaging content for social media.
12. Maintain volunteer and enquirer data on the charity's CRM ensuring compliance with GDPR and agreed data retention protocols at all times.
13. Monitor volunteering and community outreach activity through regularly collecting quantitative and qualitative insight, producing quarterly reports as requested by Head of Engagement.
14. In collaboration with Head of Engagement, design and deliver a stewardship programme for volunteers ensuring consistency of approach and continued improvement, building a sense of inclusion and value for volunteers and ambassadors.
15. Maintain a thorough understanding of Health & Safety issues around working with volunteers and ambassadors and ensure that all feedback, accidents or incidences are recorded, evaluated and used to adjust activities accordingly.

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their line manager. They may also be required to undertake other duties that are appropriate to the level of the role and their skills, knowledge, and experience, in support of ReMind UK's aims and objectives.

## PERSON SPECIFICATION

|                                                        | Essential | Desirable |
|--------------------------------------------------------|-----------|-----------|
| <b>Knowledge and Experience</b>                        |           |           |
| Proven experience of managing volunteers in a customer | ✓         |           |

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ReMind UK is the trading name for RICE - The Research Institute for the Care of Older People  
 Registered Charity no: 1042559 · Company Ltd by Guarantee no: 2979617.

|                                                                                                                                  |   |   |
|----------------------------------------------------------------------------------------------------------------------------------|---|---|
| facing environment                                                                                                               |   |   |
| Ability to demonstrate multiple stakeholder management and strong relationship building                                          | ✓ |   |
| Knowledge of volunteering good practice, legislation and resources                                                               | ✓ |   |
| Excellent administration and organisation skills                                                                                 | ✓ |   |
| Experience of using Microsoft Office including word, powerpoint, excel and outlook                                               | ✓ |   |
| Knowledge and ability to use a database/CRM system                                                                               | ✓ |   |
| Experience of working in a charity or not-for-profit setting                                                                     |   | ✓ |
| Knowledge of GDPR and experience of applying the protocols                                                                       |   | ✓ |
| <b>Essential competencies, skills and experience</b>                                                                             |   |   |
| Polite and professional manner and ability and empathy to deal with people who may be confused or have difficulty communicating. | ✓ |   |
| Good time manager, with the ability to work on own initiative and to prioritise a busy and diverse workload                      | ✓ |   |
| Current driving licence                                                                                                          |   | ✓ |
| Willingness to work occasional weekends and evenings                                                                             |   | ✓ |
| Ability to plan and manage varied workload                                                                                       | ✓ |   |
| Excellent verbal and written communications skills                                                                               | ✓ |   |
| Self-directed, confident and proactive                                                                                           | ✓ |   |
| Good team player with a friendly can-do attitude                                                                                 | ✓ |   |
| Organised, calm under pressure, able to prioritise effectively and work to deadlines                                             | ✓ |   |

### Confidentiality statement

The post holder must maintain the confidentiality of information about patients, staff and other business in accordance with the Data Protection act and organisal policies.

Safeguarding adults and children

ReMind UK is committed to safeguarding and promoting the welfare of vulnerable adult, children and young people and expects all staff and volunteers to share this commitment.

### Health & Safety

All employees are expected to comply with the Health & safety at Work Act 1974, and other relevant health and safety legislation and regulations. The post holder must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.

## **Equal Opportunities**

ReMind UK is committed to equality of opportunity in the workplace.

## **DBS and Eligibility**

You must have eligibility to work in the UK. All staff at ReMind UK are required to undergo DBS checks.