

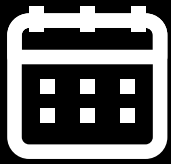
Where Everyone Sticks Together



An **OnSide** Youth Zone

- ▶ **Job Role:** Volunteer & Training Coordinator
- ▶ **Location:** WEST Youth Zone, 2 EdCity Walk, London W12 7TF
- ▶ **Contract:** Permanent, Part time; 30hrs per week available
- ▶ **Salary:** £32,136 Pro rata
- ▶ **Reporting to:** Head of HR & Operations





OPENED APRIL
2024

£5

£5 ANNUAL
MEMBERSHIP



50P ENTRY

£1

BITE CITY HOT
MEAL

2000+

OVER 2000
MEMBERS

ABOUT WEST

WEST Youth Zone, named **Where Everyone Sticks Together** by local young people, opened in April 2024 - a purpose-built space fizzing with energy and crammed with incredible facilities. Staffed by talented, skilled and dedicated youth workers who truly believe in young people, helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

At WEST, we believe **all young people in West London** should have the opportunity to discover their passion and their purpose and be able to explore where it can take them. We are open 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We offer a **safe and active space for young people** to flourish in their leisure time, where their interests can be nurtured, and they can grow as individuals.

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We give 8 to 19-year-olds, (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and mental health support, and employability services, designed to **empower them to lead healthier, positive and more active lives** – raising their aspirations for themselves and their community. This is a charity that the whole community can be proud of, and **you can be part of that journey**.



THE ROLE

At WEST Youth Zone it's our team of staff and volunteers who change young lives.

The Volunteer & Training Coordinator will be responsible for the full volunteer lifecycle at WEST, including undertaking outreach and building relationships locally to encourage a large number of high quality applicants for volunteering. Once volunteers are onboarded this role will be an approachable point of contact, lead on upskilling and supporting volunteers, and also ensure they feel recognised and valued for giving up their time.

Working closely across both the HR & Youth Work teams, you will report into the Head of HR & Operations. The role will require someone who is proactive, organised and takes ownership. You will be a good collaborator and approachable, balancing operational delivery with redesigning and improving volunteer experience.

The role will also be responsible for identifying training needs in the organisation and supporting WEST to deliver a wide variety of enriching training for staff and volunteers alike. You will ensure WEST's regular cycle of statutory training is planned, and excellent records are kept of attendance. Additionally, you will work with the Senior Leadership Team to plan and deliver WEST's organisational training and development days.

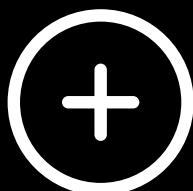
This is a brilliant opportunity for someone who enjoys variety & building a positive culture.



AMBITIOUS &
MOTIVATED



VALUES-DRIVEN



POSITIVE ROLE
MODEL TO
YOUNG PEOPLE



KEY RESPONSIBILITIES

VOLUNTEER RECRUITMENT & SUPPORT

Work with the Comms team to promote WEST as a fun and fulfilling place to volunteer.

Be present out in the community for example holding stalls at local events to promote WEST's volunteering programme.

Work with the Youth Work team to identify areas of need and recruit regular volunteers into these.

Maintain a smooth process for recruiting and onboarding volunteers ensuring timely and high quality communication with volunteering applicants.

Recruit volunteers in line with WEST's Safer Recruitment practices, at all times ensuring those joining the team share WEST's values and motivation for working with children and young people.

Ensure that volunteers feel valued throughout the year with regular appreciation but also engage with national initiatives such as Volunteers' Week as a way of thanking volunteers for their contribution and celebrating the positive impact volunteering has

Ensure regular communication with volunteers to keep them engaged and informed through initiatives such as newsletters, development opportunities and updates

Volunteer management and support including admin, training, & problem solving

Supervise volunteers in the Volunteer Team as and when necessary, which will include being available during our sessional delivery which includes weekend and evening work

Support, training and guidance to staff working with volunteers

To support the Fundraising and Communications Team on occasion in identifying and developing appropriate volunteering opportunities for corporate partners.

TRAINING

Manage the allocated budget for volunteering and training and other associated resources effectively and efficiently.

To keep accurate records of the team's attendance at all internal and external training and ensure refreshers are taken at adequate time intervals.

To be the point of contact for external trainers delivering at WEST

To book external training opportunities for team members and ensure certificates for these are stored in personnel files.

To work alongside managers and Senior Leadership Team to identify training needs within the organisation and propose how these can be met

To lead on the planning for organisation-wide training and team days up to twice a year.

To liaise with OnSide's Talent Academy to ensure the Youth Zone team benefit from (and feed into forward planning of) the training menu offered as part of the OnSide network.

KEY RESPONSIBILITIES CONTINUED...

GENERAL

To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using policies, procedures, and practice

Work within the performance framework of the charity and live the values of WEST Youth Zone, contributing to a culture of high performance and continuous improvement.

Be a role model for young people, present a positive 'can-do' attitude and take personal responsibility for your own actions.

Represent and promote the Youth Zone positively and effectively in all dealings with colleagues and external partners, assist with any promotional activities and visits that take place at WEST.

Comply with all policies, procedures, and codes of conduct, with particular reference to Safeguarding, Health & Safety, and Equality and Diversity.

SELECTION CRITERIA

ESSENTIAL EXPERIENCE

Demonstrable experience of volunteer management best practice, including developing and supporting a wide range of volunteering opportunities and an understanding of volunteers' motivations and the benefits they can bring to an organisation

Experience of developing and/or delivering a variety of training to small and large groups

Experience using CRM platforms or HR databases

Experience of managing successful relationships with colleagues, volunteers, and external partners

Experience working with young people

Confident in providing advice and guidance to others around policy, procedure and good practice

SKILLS, KNOWLEDGE AND ATTRIBUTES

Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships

Ability to enthuse, inspire and motivate others

Ability to work on own initiative and as part of a team

Ability to work to under pressure & prioritise effectively

Demonstrable ability to communicate effectively when addressing a variety of audiences in person, on the phone, via email, and when giving presentations to groups

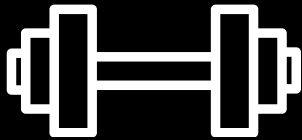
Ability to pay attention to detail, be thorough and organised

Demonstrable commitment to diversity in volunteering

Ability to comply with safeguarding procedures

Evidence of ongoing professional development (for example Safeguarding, Health & Safety, Management)

BENEFITS



FREE GYM ACCESS



DIVERSE TEAM



WORKPLACE PENSION



33 DAYS LEAVE
(INCLUSIVE OF
BANK HOLS)



TRAINING AND
DEVELOPMENT
OPPORTUNITIES

PERSONAL QUALITIES

Commitment to the Youth Zone's mission and values.

Awareness and empathy of issues affecting young people and disadvantaged communities

Willingness to work flexibly including evening and weekends when required, and to travel to events in the region and beyond.

APPLICATION PROCESS

- To apply, send your **CV and a short supporting statement** to recruitment@westyouthzone.org

Interview process

- Interviews will be ongoing and applications will close once an offer of employment is made.
- WEST Youth Zone are committed to safeguarding and promoting the welfare of children, young people, and vulnerable groups. This post is subject to an Enhanced DBS check.



OUR VALUES



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.

