



## **SEFF JOB DESCRIPTION: Volunteer Coordinator- PT- 16 hrs**

**Responsible to:** Office Manager  
**Location:** Lisnaskea  
**Hours of work:** PT 16 hours per week until 31<sup>st</sup> March 2028  
**Salary:** NJC- 6-22: £14,378 Gross PA for 16 hrs + 6% Pension payable monthly in arrears

### **Purpose of the Role:**

The Volunteer Coordinator will be responsible for the strategic development and operational coordination of SEFF's volunteer programmes. The post-holder will recruit, train, coordinate, and support a diverse group of volunteers who play an integral role in delivering SEFF's mission to support victims and survivors of terrorism and to promote community wellbeing.

The Volunteer Coordinator will ensure that volunteering within SEFF is a positive, meaningful, and inclusive experience, one that reflects SEFF's values of respect, service, and community engagement.

### **Key working relationships:**

- Office Manager- Line Manager
- SEFF Volunteers
- SEFF Employees
- SEFF Members and families
- SEFF Contractors
- SEFF Partner Groups
- SEFF visitors and events attendees

### **Reporting and Communication Responsibilities:**

- Reporting to- SEFF's Office Manager
- Responsible for: SEFF's Volunteers

### **Key Responsibilities:**

#### **1. Volunteer Management and Development**

- **Recruitment & Onboarding**
  - Develop and implement volunteer recruitment strategies to attract individuals from across the community.

- Organise and attend recruitment events, presentations, and outreach activities to promote volunteering with SEFF.
- Oversee all aspects of the volunteer application process including interviews, reference checks, and Access NI vetting (where applicable).
- Deliver structured inductions ensuring volunteers understand SEFF's mission, policies, and safeguarding expectations.
- **Training & Supervision**
  - Identify training needs and arrange both internal and external training opportunities (e.g. safeguarding, first aid, health & Safety).
  - Provide ongoing supervision, mentoring, and guidance to volunteers, ensuring they feel supported and valued.
  - Conduct regular one-to-one and group support meetings with volunteers.
  - Encourage reflective practice and personal development among volunteers.
- **Coordination & Communication**
  - Maintain effective communication channels between SEFF staff, volunteer teams, and service users.
  - Schedule/ roster volunteers and ensure coverage across volunteer programmes, coordinating rotas and replacements where necessary.
  - Ensure all volunteers have clear role descriptions and understand lines of responsibility.
- **Recognition & Retention**
  - Develop and deliver volunteer recognition initiatives, including thank-you events, certificates, and awards.
  - Create opportunities for volunteer engagement and feedback to help improve SEFF's volunteer experience.
  - Support long-term retention through building relationships and celebrating volunteer contributions publicly (e.g. in newsletters or events).
- **Administration & Monitoring**
  - Maintain accurate volunteer databases and records (e.g. contact information, training, attendance, hours contributed).
  - Ensure compliance with GDPR, safeguarding, and health and safety policies.
  - Produce regular reports and data summaries for internal monitoring and funding requirements.
  - Support evaluation of volunteer impact through surveys, feedback forms, and case studies.

## 2. Programme Coordination

The Volunteer Coordinator will liaise with SEFF Project Coordinators and Managers to ensure volunteer support is fully integrated within service delivery. This includes:

- Identifying new volunteering opportunities within existing and emerging SEFF projects.

- Ensuring volunteers have the resources, information, and supervision needed to fulfil their roles safely and effectively.
- Promoting collaboration and shared learning between different volunteer groups.
- Contributing to the development of policies and procedures that enhance volunteer management and wellbeing.

## Volunteer Programme Areas

The Volunteer Coordinator will oversee the following volunteer groups and activities as a starting point:

### 1. **Befriending Volunteers (40)**

Volunteers offer companionship, conversation, and emotional support to isolated members, often visiting in person or making regular phone calls.

*Beneficiaries:* Victims/survivors of terrorism and conflict-related incidents experiencing loneliness or social isolation.

### 2. **SEFF Calling Volunteers (15)**

Volunteers provide regular check-in calls to SEFF members, offering listening support and sharing updates on services, activities, and events.

*Beneficiaries:* Members across Northern Ireland and beyond, particularly those who are housebound or geographically isolated.

### 3. **SEFF Newsletter Volunteers (25)**

Volunteers assist with the collation, printing, and distribution of SEFF's monthly newsletter, ensuring effective communication reaches all members.

*Beneficiaries:* SEFF members, partners, and stakeholders who depend on SEFF's newsletter for organisational updates and wellbeing information.

### 4. **SEFF Legacy Trail Guides (8)**

Volunteers act as knowledgeable guides for SEFF's Legacy Trail, delivering tours, storytelling sessions, and educational experiences to visitors.

*Beneficiaries:* The general public, schools, and community groups seeking greater understanding of the human impact of terrorism and conflict in Northern Ireland.

### 5. **SEFF Allotments Volunteers (30)**

Volunteers maintain SEFF's community allotments, supporting horticultural activities, environmental initiatives, and shared community projects.

*Beneficiaries:* SEFF members and the broader community, promoting wellbeing, connection, and outdoor engagement.

### 6. **Charity Shop Volunteers (35)**

Volunteers assist with the daily operation of SEFF's charity shop — sorting donations, serving customers, managing stock, and maintaining a welcoming environment.

*Beneficiaries:* SEFF's wider membership and community, as income generated supports core services and victim/survivor programmes.

### 7. **Office Based Volunteer Activities**

Volunteers assist with office based roles and events across the service delivery areas, attending and stewarding at events, supporting office teams and front of house welcome, and maintaining records and files.

Beneficiaries: SEFF members and the broader community, service delivery teams, and new members to SEFF.

### **Essential Criteria:**

- A third-level qualification in Community Development, Social Sciences, Human Resources, or a related field, or significant equivalent experience in a similar role.
- 3+ years' experience in volunteer management or community development within a charity or voluntary organisation.
- Strong communication, interpersonal, and organisational skills, with the ability to engage effectively with a wide range of stakeholders.
- Proven ability to build and maintain positive relationships with individuals from diverse backgrounds.
- Empathy, patience, and a sound understanding of the needs and sensitivities of victims and survivors of terrorism.
- Strong IT literacy, including confidence in using digital systems for volunteer management, databases/CRM systems, and Microsoft 365 (or equivalent) for record-keeping, reporting, and communication.
- Ability to work independently and as part of a multidisciplinary team.
- Ability to work flexibly, including occasional evenings or weekends.
- Full UK driving licence and access to transport.

### **Desirable Criteria:**

- Qualification or training in Volunteer Management, Community Development, or a related field.
- Experience within the charity or victims/survivors sector.
- Qualification in First Aid, Safeguarding, GDPR, or Health & Safety.

### **Employee Value Proposition:**

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas
- Hybrid and flexible working opportunities
- Flexible office hours
- A staff Wellness Framework
- Employee Assistance Program
- Financial support and investment towards CPD training opportunities
- Great workplace culture and team-building events