

# Lordship Hub Co-op

## Community building in every sense

### **Volunteer and Training Co-ordinator**

Permanent Part Time

**Salary:** £12,022 (£24,045 pro rata)

**Hours:** 20 hours per week (may include weekend working)

**Location:** Lordship Recreation Ground, Higham Road, Tottenham, N17 6NU. North London

**Establishment:** Lordship Hub

**Closing date for applications:** Thursday 6<sup>th</sup> June 5pm

**Interview date:** Tuesday 11<sup>th</sup> to Friday 14<sup>th</sup> June 2019

**Possible 2<sup>nd</sup> round interview:** Tuesday 18<sup>th</sup> June 2019

### **Who we are and what we do**

We are not a standard workplace, we are Lordship Hub. So please don't apply if you're looking for a 'normal' office job, where you clock in at 9 and leave on the stroke of 5, day in day out, you won't find that here!

What you will find is a great bunch of dedicated staff and volunteers, from all walks of life, with a massive variety of skills and needs, who will welcome your enthusiasm for the role and the general ethos of the organisation and embrace your energy and knowledge, to continue ensuring Lordship Hub is at the heart of our community.

Set in the middle of Tottenham's largest park, with a lake outside and acres of trees and greenery, it really is a unique place to work. As a community co-operative we are guided in what we do by our members, volunteers, staff, customers and other stakeholders.

### **Job Description**

- Identify organisational needs for the use of volunteers
- Manage the recruitment and processing of volunteers
- Organise and maintain a programme of induction for new volunteers.
- Identify and ensure the training needs of volunteers and staff in relation to volunteering.
- Manage and maintain all records and systems associated with supporting and working with volunteers.
- Organise regular appraisals
- Manage volunteer incentive schemes, meetings and volunteer social events
- Apply for, administer and monitor any external funding for volunteer purposes.
- Develop and maintain relationships with local volunteering organisations.
- Organise hub noticeboard publicity (both interior and exterior)
- Manage and monitor Social Media eg facebook, twitter

## Tasks common to all employees

- Front desk duties: check answer machine, answer the phone, deal with customer enquiries and sort any problems
- Attend weekly staff meetings and occasionally attend monthly board meetings as staff representative
- Communicate all important information and changes to staff, volunteers and/or board
- Involve yourself and support where possible general Hub activities and events
- Support all colleagues (paid and unpaid) in their role
- keep and update relevant contact list
- Report any repairs in relevant book

## What we are looking for

### Essential

- Experience of managing, training and supporting volunteers with a range of needs and abilities
- Experience of Microsoft Office programmes including Word, Excel, Publisher, Powerpoint etc
- Experience developing and implementing office systems and procedures
- Experience in a customer facing role working to achieve a high level of customer satisfaction with the ability to resolve customer complaints efficiently
- Excellent time management skills
- Excellent communications skills
- A commitment to team work and collaborative decision-making.
- A commitment to the local community
- Excellent problem-solving skills and the ability to take initiative and be flexible.
- Be open to new ideas, but with natural leadership qualities.
- To be able to see solutions where others may only see problems

### Desirable

- Experience of using cloud based filing systems
- Experience of writing reports for communicating plans, developments and issues to relevant people within the organisation
- Experience working with a wide range of people from various backgrounds
- Ability to take an overview of the business as whole
- Willingness to learn from others

## Why it's great to work at "The Hub"

- Our flat management structure provides the opportunity for a free flow of ideas where everyone can have their say. You'll get the opportunity to take forward your own ideas and use your leadership skills to make a real difference.
- You'll work with a friendly and committed team.
- You'll enjoy a friendly, lively atmosphere in a beautiful park setting.

**Please make sure to look at our website so that you can get a better idea about our business:  
[www.lordshipub.org.uk](http://www.lordshipub.org.uk)**

### To apply

Please send your C.V. and a covering letter to: [recruitment@lordshipub.org.uk](mailto:recruitment@lordshipub.org.uk)