**Volunteer and School Recruitment Coordinator**

* Home based, with travel to schools and volunteer events in the North of England plus occasional head office meetings in Bedford, MK41 7PH.
* £23,500 (FTE)
* 3-year contract.
* 30 to 37.5 hours per week to be worked within 9am - 5pm Monday to Friday with 30-minute lunch break
* Reports to: Senior Recruitment Coordinator

**Role Description:**

An exciting opportunity to become part of the operations team at Schoolreaders, a small, young and fast-growing charity that is expanding to help more children learn to read across the country. The Schoolreaders operations team recruits volunteers from local communities and matches them to a primary school where they listen to children read on a one-to-one basis. We support over 24,000 children in over 1,000 schools every week with a Schoolreaders volunteer.

We are looking for a committed individual to join Schoolreaders to be part of the team delivering the new North of England Project, with the aim to support 26,000 children over the 3 years of the project. This role is to recruit primary schools and corresponding targeted volunteers in the Northern counties and then support both parties to enable active volunteers are in school supporting children read as soon as possible.

This is a pivotal role and will require adaptability. Your skills and experience will reflect volunteer and customer service ability, presenting skills, excellent organisational skills, a strong familiarity with telephone and on-line communication with the public, and excellent spoken and written English. You need to be competent with Excel and IT generally and it would be an advantage to have experience with the Salesforce CRM system. A background in the education sector would also be beneficial.

**Main purpose and scope of the job:**

To be one of two roles that co-ordinate the volunteer and school targeted recruitment for Schoolreaders in the Northern counties. This includes managing the county ambassador volunteers and working with the operations team when Schoolreaders launch in the new Northern counties. Schoolreaders currently has 2,400 volunteers and receives 200+ applications each month.

**Key Duties and Responsibilities:**

* + Recruit schools within specific counties with particular focus on areas with the biggest need as per KPI’s.
  + Recruit volunteers in specific areas within counties for schools as per annual targets and work to retain existing volunteers.
  + Proactively look for innovative ways to increase volunteer and school applications
  + Co-ordinate and support the county volunteer teams to recruit volunteers in targeted areas.
  + Build strong relationships with partner schools to develop on-going partnerships ensuring more volunteers are placed and retained by the school and more children reached.
  + Engage and manage relationships with a range of stakeholders, including education organisations, multi-academy trusts, local authorities and other organisations such as community groups to recruit both schools and volunteers in targeted areas.
  + Schools research, engagement and influencing. Support schools through the process from sign-up to having active volunteers in school each week, sharing best practice and advice on retention of volunteers.
  + Actively promote the volunteering opportunity through events both online and in-person. Regularly attend in-person events where you will present and recruit volunteers and attend school recruitment opportunities as required.
  + Plan and run campaigns and use social media to recruit volunteers.
  + Produce regular county reports and project updates against targets.
  + Coordinate and update volunteer sites i.e. www.do-it.org
  + Recruit, induct and train new county team members.
  + Coordinate and facilitate the delivery of the national Schoolreaders County team. meetings biannually along with termly county zoom meetings.
  + Identify relevant local media and liaise with the communications manager re placing articles as directed.
  + Follow the operations systems and procedures. Support the operations team during peak times.
  + Any other operational duties as requested by the Schoolreaders team

**Essential skills:**

• Excellent oral and written communication skills

• Confident presenting to a variety of audiences

• Friendly and professional telephone manner

• Strong administrative skills

• Excellent knowledge of MS Office Suite, in particular Excel and reporting

• Initiative and the ability to be tenacious when required

• Reliable and able to work on your own initiative

• Strong research and analytical skills

• Good time management and ability to prioritise tasks

• Understanding of the important role of volunteers

• Willing to undertake a full DBS check

**Desirable skills:**

• Experience of co-ordinating volunteers previously

• CRM Experience, i.e. Salesforce

• Previous experience working in an educational environment

• Social media experience

**What we offer:**

Generous holiday allowance. Enhanced sick pay. Employee assistance programme. Training and development opportunities. Changing children’s life chances through your work.

**Applications will be reviewed, and interviews offered, on an ongoing basis. We reserve the right to close the role prior to the closing date should a suitable applicant be found, so please submit your application as soon as possible**.

Further details including the job description and an application form can be found on our website.

Schoolreaders is committed to safeguarding the welfare of children and young people and requires staff to share this commitment. This post is subject to a range of vetting checks including a basic disclosure check of unspent criminal convictions.

Schoolreaders is a charitable incorporated organisation registered in England and Wales (1159157)

[www.schoolreaders.org](http://www.schoolreaders.org)

**PERSON SPECIFICATION**

**Customer Service Operations Coordinator**

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| Criteria | Assessment  A, I, T | Essential or Desirable |
| Skills |  |  |
| Excellent oral and written communication skills | A, I, T | Essential |
| Friendly and professional telephone manner | I | Essential |
| Strong administrative skills | I, T | Essential |
| Initiative and the ability to work in a pressurised environment | I, T | Essential |
| Reliable and able to work on your own initiative | I | Essential |
| Good research and analytical skills | I | Essential |
| Good time management and ability to prioritise tasks | I | Essential |
| Able to manage own time and work as part of wider team | I | Essential |
| Knowledge |  |  |
| Excellent knowledge of MS Office Suite, in particular Outlook | A, I, T | Essential |
| Understanding of the important role of volunteers | I | Essential |
| CRM Experience, i.e. Salesforce | I | Desirable |
| Excel and reporting | I, T | Desirable |
| Experience |  |  |
| Experience working in the education sector | I | Desirable |
| Media experience | I | Desirable |
| Qualifications |  |  |
|  |  |  |

A = application form, I = interview, T = test