

Volunteer and Events Coordinator

Salary: £25,000 FTE (£20,000 pro rata) (permanent contract)

Hours: 4 days a week (28 hours) some weekend and evening work.

Location: Based in our office in Brunswick Court, BS2 with flexibility for home working

Benefits: 30 days annual leave (pro rata), 5% pension contribution, Employee Assistance Programme

About this role

This role is all about engaging and supporting people affected by pituitary conditions, increasing our impact and offering meaningful opportunities for people to get involved in our work. You'll work with our incredible volunteers to support others living with conditions and raise awareness and understanding of our work. You will recruit and support people to engage in volunteering in the way that best suits them.

You'll work to deliver a range of online and in person events aimed at increasing people's understanding of conditions, creating opportunities for our community to connect and raise awareness and income for our work.

You will report directly to the CEO and work closely with the Head of Support Services and Communications Officer. It's an exciting role which offers the opportunity to develop a broad range of skills in a supportive, can-do, values led organization.

About the Pituitary Foundation

The Pituitary Foundation is the leading charity in the UK dedicated to supporting people living with pituitary conditions. Pituitary conditions, are often long term and can affect anyone. Conditions include acromegaly, AVP-D, prolactinoma, Cushing's and hypopituitarism.

Our services include two helplines, a telephone buddy scheme, online and print resources, events and awareness raising and advocacy work. To enable this we have an extensive fundraising programme including a membership scheme and fundraising events. Our wonderful volunteers are based throughout the UK and support our work, and community, nationwide.

Role Description

Volunteers

- Working with the CEO and Head of Support Services develop and deliver the Volunteering Strategy for the organisation.
- Work to significantly increase the inclusivity of volunteers and the work done by volunteers.
- Oversee the recruitment of volunteers and ensure appropriate induction in collaboration with relevant staff.
- Deliver mandatory initial and ongoing training for volunteers.
- Working with colleagues, produce and keep up-to-date policies, processes and forms, ensuring volunteers understand and use these resources.
- Provide day-to-day support to volunteers, working closely with the Head of Support Services.
- Manage all volunteer programme communications in collaboration with the Communications Officer including: ebulletins, website, social media and print materials.
- Collect and process feedback and statistics and compile reports on satisfaction and effectiveness as required.

- Provide specific support for volunteering roles including;

Helpline and Telephone Buddies

- Coordinate the helpline rota, ensuring regular cover 5 days a week
- Support and review the telephone buddy scheme
- Collate statistics on helpline calls and report on this monthly.

Local Support Groups

- Support the establishment of online condition specific and new regional groups.
- Undertake visits to Local Support Groups as appropriate.
- Working with the Finance and Operations Manager support the groups to use funds they have raised.

Other Volunteers

- Support Office volunteers in their day to day work, being the first point of contact and allocating tasks.
- Working with the Head of Support Services contribute to the development of the Lived Experience Committee.
- Working with the Head of Fundraising support and engage Ambassador and Fundraising volunteers.

Events

- Working with the wider team, develop an events strategy which sees a range of quality online and in person events offering opportunities for our community to learn and connect as well as raise awareness and generate income.

In person and Online events

- Lead on the development and delivery of three one day conference style events annually. These will be held throughout the UK and will offer panel discussions and networking for our community.
- In conjunction with the Communications Officer, lead on the development and delivery of events during October's Pituitary Awareness Month. This will include online and in-person events.
- In conjunction with the Communications Officer and wider team lead on the development and delivery of online talks for members.

External events

- In partnership with the wider team, support our presence at, and coordinate volunteers for external events such as conferences.
- Support the preparation and delivery of focus groups.

General

- Be responsible overall for keeping records up-to-date relating to your work.
- Provide reports and reviews as and when required.
- Attend Trustees' and staff meetings when required.
- Input into annual and operational planning and budgeting, led by the CEO
- Be responsible for your own health and safety and report any known hazards.
- Adhere to strict data and cyber security, raising concerns as appropriate.

- To act at all times in a way befitting a representative of the Pituitary Foundation and perform your role to a high standard, to time and with dedication and commitment.

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and The Foundation would aim to reach agreement to any changes.

Person Specification

1. Demonstrable experience **of recruiting, training and managing volunteers.**
2. Experience in **programming and leading on the delivery of events** both online and in person.
3. Excellent ability in **working with a range of people**, communicating by phone, in writing and building strong trusting relationships.
4. Experience in **writing newsletters** and communications
5. Confidence in **developing evaluations and using feedback** to inform future work.
6. **Experience and interest in Equality, Diversity and Inclusion**, and meaningfully bringing this to volunteering and engagement work.
7. Ability to **juggle multiple projects** at one time, meeting all deadlines
8. Excellent ability to **self-organise and to work well under pressure.**
9. Confident using a **range of IT systems** including our office package (Office 365) our database (Beacon), website (Wordpress) and organisational apps. All training will be provided.
10. Knowledge or awareness of **healthcare settings** is welcome but not essential.

The Pituitary Foundation believes in diversity and equality. We especially welcome applicants who are under-represented within the charity sector and want to build a team with a diverse range of perspectives, backgrounds and skills. We know that in diversity is strength and we look forward to hearing from all interested applicants.

How to Apply

Please send a cv and cover letter (no more than 2 sides of A4), or film of an equivalent length which includes:

- Why you are interested in this role,
- How your experience or interest meets each point of the person specification.
- Complete this [short, confidential, equalities survey](#) to inform future recruitment.

Applications should be emailed to ren@pituitary.org.uk

Deadline for applications: no later than 10am Monday 11 March.