Job Description

Job Title:	**Volunteer Co-ordinator**
Location	Birmingham with travel to other sites across the West Midlands. This is an in-person, on-site role with **no** hybrid or remote work options available
Reporting To:	Volunteer and Training Manager
Salary and benefits:	**£28,000 - £31,000 (pro-rata) (dependent on experience)** **Additional Benefits:** • Company-matched pension scheme • Employee assistance program • Health and wellness support • Mental health resources • Comprehensive training and opportunities for career advancement
Hours:	3 days per week, from 9.00 am to 5.00 pm.
Contract:	Fixed term
Probation period:	3 Months
Annual Leave:	21 days (pro-rata) + 1 concessionary day and 8 Bank Holidays

About the Role

We are looking for an organised, detailed-oriented individual, to support the Volunteer and Training Manager in a co-ordinator role, to further expand and enhance, the volunteer department.

This role will be to work closely with the Volunteer and Training Manager, in a co-ordinator capacity, whilst also using your own skills and initiative to work more independently, assisting the department to grow and develop. Your responsibilities will include co-ordinating volunteer recruitment and training logistics, ensure smooth onboarding processes, building and maintaining relationships with partners and stakeholders, and maintain accurate records.

Company No: 4971229 Charity No: 1104779 Authorised by the Immigration Advice Authority. Ref No. N200500051

This is a varied role that requires strong communication skills, attention to detail and the ability to prioritise and multi-task in a dynamic environment. Investment in staff is important to us, and additional training and support will be provided throughout.

Main Tasks and Responsibilities

- Provide day to day administrative support to the Volunteer and Training Manager
- Maintain accurate and well-organised electronic systems for volunteer records; monitor applications on the volunteer management system (Volgistics), keeping up to date with relevant changes/additions
- Shortlisting candidates for volunteering roles and completing informal meetings
- Complete all pre-boarding checks for new volunteers, and monitor progress throughout their volunteer journey
- Update and maintain spreadsheets, records and databases with volunteer information, and compile basic reports on request
- Monitor and respond to emails and queries sent to shared volunteering inboxes, referring or escalating as appropriate
- Ensure confidentiality and accuracy when handling sensitive volunteer information; remaining GDPR compliant at all times
- Attending volunteer meetings, capturing key discussions and decisions and then distribute the minutes
- Understand and respond to managers requests for new volunteers
- Co-ordinate with and assist mentors, with the development of volunteers
- Liaise with, and continue to build on, relationships with voluntary service councils across the West Midlands, to place new volunteer roles and remain up to date with relevant changes
- Attend external events for recruiting volunteers
- Liaise with higher education institutions and advise on their requests for student placements; from assisting with shortlisting through to onboarding
- Provide support with room bookings, refreshments and setting up for training or volunteer events
- Research relevant training for each department, supporting with the booking and smooth facilitation of these

Person Specification

Essential Criteria

- Strong written English skills
- At least 2 years' experience in recruitment, onboarding and people management Excellent attention to detail and a high level of accuracy in their work
- Proficient organisational skills, with the ability to manage multiple tasks and meet deadlines
- Clear and professional verbal communication
- An understanding of Microsoft Office applications, particularly Word, Excel and Outlook
- Experience with maintaining electronic records, and familiarity with database systems
- A proactive and flexible approach to work, with a willingness to support colleagues as needed
- Ability to work effectively, independently, and as part of a team

- A friendly and approachable manner, with a commitment to providing a helpful and supportive service

Desirable Criteria

- Experience working in a multicultural setting with sensitivity to different cultures.
- Ability to work independently and self-motivate.
- Proven ability to work effectively as part of a team.
- Strong listening skills and the ability to empathise while maintaining professional boundaries.

Flexibility

In order to deliver the stated aims of this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed.

What we hope you'll do next

We are keen to hear from all candidates whose skills and experience fulfil the criteria set out above. Please complete the application form, indicating where you first saw the job advertisement and demonstrating your professional fit with the role.

To apply for this role, please fill out our application form on the link provided below;

https://app.hbhr.io/job-application/external/2b6711ac-5ebcefd5-04896b4e-5f8bcb69

Equal Opportunities

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees.

Closing Date: 27th November 2026

Please note that RMC is not a sponsoring organisation. If your visa requires an extension within the next 12 months with the support of employer sponsorship, the Refugee and Migration Centre is unable to provide assistance with this.