

Head of Community Engagement & Volunteer Manager

About the role

POST: Head of Community Engagement and Volunteer Manager

Salary: £30,000 per annum

Reports to: Director / Supervising Solicitor

Functional Links: Volunteers, Head of Operations & Ealing Law Centre Library Committee

Term: Permanent

Hours: Mon – Friday 9.30am to 5.30 pm
(& occasional Saturday)

(Full Time 35 hours a week -Job Share considered)

Location: Hanwell, Ealing W7 3HL

JOB DESCRIPTION Head of Community Engagement & Volunteer Manager

DUTIES AND RESPONSIBILITIES OF THE POST include:

1. Delivering the Library's book-lending service in conjunction with Ealing Council
2. Developing and overseeing a varied programme of social, educational, cultural and recreational activities tailored to the needs of the community.
3. Creating a positive working environment where volunteering is fun, purposeful and rewarding, whilst working proactively to attract new volunteers and developing successful strategies for the retention of existing volunteers. Implementing effective volunteer management systems and ensuring accurate and auditable volunteer records.
4. Developing and delivering the Library Action plan with the support of the Ealing Law Centre Library Committee and supporting effective governance including meeting arrangements.
5. Delivering an ongoing programme of community engagement activities aimed at enhancing understanding of the needs of the community and promoting a sense of community ownership of the Library.
6. Promoting the Library through varied means of communication including its website, Newsletter, local and social media
7. Representing the Library at stakeholder meetings and events, maintaining effective relationships with Ealing Council and other organisations and promoting the building as a venue for delivering their services, activities and events.

8. Gathering, analysing and presenting information about local needs and Library activities for the purpose of reporting on performance and supporting income generation/fundraising.
9. Participating in designated operational and administrative procedures to ensure the library runs efficiently including unlocking and locking the building.
10. Line managing a person who will be employed to be oversee the library on Saturdays, and working occasional Saturdays.
11. Ensuring that their own work conforms to Ealing Law Centre approved policies and procedures. Taking due care of own health and safety and that of others in their working environment.
12. Working within the spirit of ELC's Equal Opportunities Policy at all times.
13. Undertaking any other duties as may be reasonably required and are within the scope, spirit and purpose of the job.

PERSON SPECIFICATION

ESSENTIAL COMPETENCES

1. Excellent interpersonal skills, professional manner, able to develop good working relationships with people both internally and externally at all levels and to manage effective collaboration.
2. Excellent verbal and written communication skills
3. Ability to work well in a team; listening to, motivating and empowering others
4. Exceptional problem solving skills. Able to assess problems, identify causes, gather and process relevant information, generate possible solutions, and make recommendations to resolve the problems.
5. Non-judgmental and positive attitude with knowledge and understanding of community and social issues
6. Able to organise own time effectively, proactive and highly organised with strong organisational and planning skills. Able to set priorities, meet goals and evaluate the process and result
7. Ability to gather and interpret relevant information on the library functions and the local community to report to the Ealing Law Centre Library Management Committee and other stakeholders.

8. Willingness to attend occasional meetings and events outside office hours.

9. Resilient, calm and able to work well under pressure.

ESSENTIAL KNOWLEDGE AND EXPERIENCE

1. Experienced in the use of I.T. and Office Software

DESIRABLE:

1. Experience of managing, supporting and developing volunteers and implementing volunteer management systems
2. Experience of cross sector partnership working and delivering partnership projects
3. Knowledge and experience of working in the not for profit sector;
4. Experience of community fundraising and income generation
5. Experience of overseeing or supporting organisation's governance and compliance alongside functions such as HR and Health and Safety.
6. Experience of complex administration and record keeping in an office environment.
7. Experience and knowledge of complying with relevant health & safety legislation, policies and procedures.
8. Experience of supporting, promoting & complying with Equality and Diversity policies.

HOW TO APPLY

To apply for this role please download an application form available at the <https://hanwellcommunitylibrary.org.uk/>

Thank you for taking an interest in the work of Ealing Law Centre and Hanwell Community Library

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, you are encouraged to apply as early as possible.