

Volunteer Manager - New Generation Community Trust

Location: Blackfen Community Library, DA15 9LU **Hours:** 15 hours per week, including occasional evenings and weekends **Salary:** On Enquiry **Start Date:** January 2026 **Contract Type:** Part-time

About New Generation Community Trust

We are a charity dedicated to running and developing **Blackfen Community Library and other local projects**. Our mission is to provide a vibrant, inclusive, and essential community hub, and our volunteers are at the heart of everything we do.

The Role: Volunteer Lead

We are seeking a highly organised, proactive, and compassionate Volunteer Manager to manage and develop our vital team of volunteers. This key role ensures we attract, retain, support and celebrate the individuals who make Blackfen Community Library a success.

The role is primarily focused on volunteer management but also includes part of your time dedicated to assisting with general, relevant team tasks as needed and other projects run by New Generation.

Key Responsibilities

Volunteer Administration (New Volunteer Journey)

- **Handle Volunteer Applications:** Monitor the dedicated volunteer inbox, manage paper and electronic applications, and ensure all forms are accurately filed and logged using the 'Volunteer Checklist Form' and 'New Volunteer Applications' sheet.
- **Recruitment Support:** Initiate contact with applicants, email necessary forms (Application, Handbook, Self Declaration Form), and manage the reference request process.
- **Onboarding & Filing:** Process returned forms, confirm start dates, scan and upload completed paperwork to the Google Drive, and maintain the 'Staff and Volunteer Contacts' list.
- **Communication:** Keep the volunteer WhatsApp group updated with news and events, produce the monthly volunteer newsletter, and maintain the volunteer noticeboard.

Volunteer Management & Support

- **Recruitment & Engagement:** Actively recruit new volunteers and conduct informal chats/interviews to assess suitability. Liaise with external agencies (e.g., BVSC).
- **Retention & Care:** Be the first point of contact for daily volunteer issues and actively ensure the general **care and wellbeing of volunteers**. Organise cover for volunteer absences and manage rotas.
- **Recognition & Celebration:** Manage volunteer birthdays, prepare cards, and arrange appropriate recognition for special occasions or when a volunteer is unwell (e.g., Christmas cards, gifts, flowers).
- **Development & Review:** Organise, plan, and carry out annual **1-to-1 reviews**, collate responses and action feedback. Prepare quarterly volunteer statistics. Develop and organise a programme of support, training, and development (e.g., Safeguarding, First Aid, Barista etc).
- **Events:** Organise and communicate details for both appreciation events (e.g., Summer outing, Christmas party) and operational events (e.g., arranging volunteers for the Summer Reading Challenge, Easter/Christmas Fayres, school holiday activities).

Placements & Other Duties

- **Placement Management:** Manage all Work Experience, Intern, and Duke of Edinburgh (DofE) placements. This includes corresponding with schools/job coaches, completing necessary paperwork, carrying out inductions, providing on-placement support, and completing feedback/reference forms. Ensure a maximum of two students per placement type are managed at any one time.
- **Team Support:** Contribute to general relevant team tasks and new initiatives, including providing support with the delivery of fundraising events and maintaining the Trust's social media presence.
- **Follow all Safeguarding Procedures** and work within Statutory Guidelines and keep training for yourself and the team up to date

What We Are Looking For

Person Specification

- **A Caring Individual and Dynamic People Person:** You should be a warm, empathetic individual with excellent interpersonal skills, capable of building positive relationships and providing supportive care for our volunteers.
- **Vision and Values Alignment:** A demonstrable understanding of and **sympathy to the vision and values of New Generation Church and Community Trust**.
- **Experience & Skills:** Proven experience in volunteer coordination, team management, or a highly administrative customer-facing role.
- **Organisation:** Exceptional organisational skills with a meticulous approach to record-keeping and managing confidential information.
- **Technical Proficiency:** Proficiency with Google Workspace (Drive, Docs, Sheets, Email) and comfortable managing digital communication channels (WhatsApp, social media).

- **Attitude:** A proactive attitude, able to work independently and manage time effectively across multiple priority areas.
-

How to Apply

Please send your **CV** to paula@newgen.org.uk by 31st October 2025, stating clearly **why you want this role** and how your experience aligns with the responsibilities outlined above.

We look forward to hearing from you.