

Operations and Volunteering Lead

Job Description and Person Specification

Post details

Responsible for: Day-to-day coordination of CHAP's administrative function and volunteering programme

About CHAP

CHAP provides free, independent advice and advocacy across Ayrshire. We support people with housing, welfare rights, debt and related issues, helping them understand their rights, resolve problems and improve their circumstances.

We are strengthening our operational capacity and developing a volunteering programme to support and complement our services.

Purpose of the role

The Operations and Volunteering Lead will oversee CHAP's day-to-day administrative function, providing leadership to the administrative team and helping ensure that systems, processes and office arrangements run effectively. The postholder will coordinate workloads, support reliable telephone, reception and administrative cover, and lead relevant projects to improve operational practice.

The postholder will develop and coordinate CHAP's volunteering programme. This will include developing suitable roles and supporting volunteers through recruitment, induction, training and ongoing involvement.

Main responsibilities

Operational leadership

- Lead the day-to-day administrative function, coordinate workloads and provide guidance and support to administrative staff.
- Help ensure consistent telephone, reception and administrative cover, including the effective handling of enquiries, referrals and appointments.
- Act as a central point of contact for operational queries and identify gaps, pressures or recurring issues that require attention.
- Develop and maintain clear procedures, ensuring that records and administrative processes are accurate, consistent and confidential.
- Review systems and workflows, recommend practical improvements and help embed agreed changes.
- Lead or support operational projects, coordinating actions, monitoring progress and providing updates to the leadership team.

Volunteer development and coordination

- Lead the development of CHAP's volunteering programme in collaboration with managers and other colleagues.
- Identify suitable and meaningful volunteer opportunities and prepare clear role descriptions and recruitment information.
- Coordinate volunteer advertising, recruitment, selection, references and other relevant checks.
- Arrange induction, training, observation and supervised practice, with specialist input provided by managers and experienced staff where required.
- Act as the main point of contact for volunteers and coordinate appropriate communication, support, supervision and development.
- Maintain volunteer records, monitor activity and feedback, and promote volunteer wellbeing, recognition and development.

Working with others

- Build positive relationships with organisations that can support volunteering and operational development at CHAP.
- Work professionally and respectfully with clients, volunteers, colleagues and partners.
- Maintain confidentiality and follow CHAP's data protection, safeguarding, equality, health and safety and other organisational policies.
- Take part in supervision, appraisal, training and team meetings and carry out other reasonable duties appropriate to their role.

Person Specification

We welcome experience gained through paid work, volunteering or other relevant settings. Applicants do not need to have held this exact job title before.

Essential

- Experience of working in administration, office coordination or a similar area.
- Experience of coordinating people, workloads, activities or services.
- Experience of supporting or guiding others and building positive working relationships.
- Strong organisation skills and the ability to manage competing priorities.
- Excellent written and verbal communication skills.
- Ability to work independently, use initiative and follow actions through.
- Strong IT skills and confidence using email, word processing, spreadsheets and other relevant systems.
- Ability to maintain accurate records and handle confidential information appropriately.
- A supportive and inclusive approach, with a commitment to CHAP's aims and values.

Desirable

- Experience of recruiting, supporting or coordinating volunteers.
- Experience of supervising staff or volunteers.
- Experience of improving systems, processes and ways of working.
- experience of leading or coordinating projects.
- Experience of monitoring activity and preparing reports.
- Experience of working in a charity, advice or community organisation.

Additional requirements

The post holder must be able to travel occasionally to other CHAP locations and be willing to undertake relevant training and pre-employment checks.

Appointment will be subject to satisfactory references and membership of the Protecting Vulnerable Groups scheme.

This document provides an overview of the post. Duties may be reviewed as CHAP's operational and volunteering needs develop, in discussion with the postholder.