



JOB DESCRIPTION & PERSON SPECIFICATION

Volunteer Coordinator

REPORTS TO: Head of HR & Culture

Hours: 15-18 hours per week

Salary: £28,000 FTE

Location: Hemel Hempstead

Overall Job Purpose

To lead and manage the operational running of DENS' volunteer services. To provide efficient and well-trained volunteers to meet the needs of the organisation.

Duties and Responsibilities

- Develop and implement volunteer recruitment plan that meets the needs of the organisation.
- Manage the recruitment and on-boarding process for volunteers.
- Be a point of contact for volunteers, to provide support and advice when needed.
- Provide regular management information and reports on volunteering as required e.g. arrange regular training and support sessions for volunteers.
- Develop and maintain effective working relationships, collaborating with all staff and volunteers and work to achieve the DENS aims and organisational strategy.
- Review and standardise volunteering policies, practices and guidelines in line with current legislation/best practice.
- Monitoring the turnover of volunteers, keeping up to date records, recording reasons for leaving and taking action to address any concerns identified.
- Provide regular management information, statistics and reports on volunteering.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by their Line Manager.

PERSON SPECIFICATION:

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none">• A good standard of education	<ul style="list-style-type: none">• A high standard of education
Knowledge & Experience	<ul style="list-style-type: none">• Experience of working with volunteers, or experience of being a volunteer	<ul style="list-style-type: none">• Experience of management volunteers• Knowledge of the workings of a homeless charity

Skills & Abilities	<ul style="list-style-type: none"> • Self-motivated and can manage time effectively; prioritising work according to needs and deadlines • People's person and a natural team player, enthusiastic and determined • IT literate • Good written and verbal communication skills • Organised and methodical • Administratively self-sufficient 	
Personal Qualities	<ul style="list-style-type: none"> • People-focused • Caring • Considerate • Tact and diplomacy • Ability to build and maintain relationships • Ability to work independently and use own initiative • Self-motivated with the ability to motivate and enthuse others • Can-do attitude, hands-on 	<ul style="list-style-type: none"> • Passionate about making a positive difference to people's lives
General	<ul style="list-style-type: none"> • Full driving license and own transport 	

How to Apply

- Please read the full **Job Description & Person Specification**
- Send your CV and a supporting statement to HR@dens.org.uk

Please advise us should you require adjustments to be made to the recruitment process.
For an informal chat about the role, please contact HR@dens.org.uk or ring on 01442 412340.

Why join DENS?

You'll be part of a supportive, friendly, and dedicated team who foster a collaborative "One Team, One Goal" culture. We value and celebrate every member's contribution, ensuring you thrive in our positive working environment. Enjoy flexible working arrangements that support your work-life balance, along with ongoing training and development to enhance your skills. Your fundraising efforts will directly contribute to creating positive change and making a lasting impact in our community.

Benefits include:

- Flexible working arrangements (subject to role)
- 25 days Annual Leave (Pro Rata) plus bank holidays
- 1 additional day of Annual Leave after each 5 years' service (FTE, up to a max 3 days)
- 1 day per year to volunteer for DENS or another organisation (FTE)
- Contributory pension scheme with NEST, employer contributions of 3%
- Sick pay scheme
- Employee Assistance Programme – 24/7 advice/support helpline and access to counselling
- Medicash health cashback plan - including Virtual GP access, dental, optical costs and access to services to support your wellbeing
- Staff wellbeing days and team building activities

- *Training and professional qualifications relevant to your role*

About DENS

Our aim is to be the first port of call for people in Dacorum who are facing homelessness, poverty and social exclusion; to support and empower them to take the next positive step in their lives, secure and maintain a long-term housing option and be an active member of their community.

We ensure individuals have access to temporary and short-term accommodation, and individuals and families have access to emergency food and provisions. We provide a range of services so that people can develop the resilience, skills, and confidence to take the next step in their lives.

DENS Culture & Values

Integrity at DENS means being authentic, honest, and reliable. We demonstrate this through accountability, open communication, clear processes, and setting realistic expectations.

Respect at DENS means being kind, honest, and trustworthy. We value others' opinions and celebrate their uniqueness by maintaining a non-judgmental and unbiased attitude towards clients, colleagues, and stakeholders.

Collaboration at DENS means unity and partnership. We believe that working together strengthens communication and relationships. Our One Team/One Goal mission ensures we achieve the best outcomes for our clients.