



Job Description

Job Title: Volunteer Coordinator

Pay: £15 per hour

Hours: 28 hours per month, to be worked flexibly. Socials and meetings are usually on evenings and weekends. Some availability to be able to come into the Bike Hub during our opening hours (Tues-Sat 11-6) is also necessary.

Contract Type: Initially on a self-employed contract. 1 year with the possibility for extension dependent on funding and performance.

Location: Brighton Bike Hub, St. Martin's Place. Some work virtually.

Background

Brighton Bike Hub seeks to appoint a Volunteer Coordinator. Your role will be to foster and develop our community of volunteers. Broadly, this includes recruiting new volunteers, making sure we hold onto our existing ones, and making the Bike Hub an enjoyable and rewarding place to spend time. See the next page for a full description of the key responsibilities of the role.

Brighton Bike Hub is a not-for-profit community cycle repair workshop that aims to improve access to cycling through 3 main things:

- Free (donations appreciated) access to tools and workshop space for DIY repairs, with advice and support from our volunteer team.
- Affordable new and used parts
- A choice of second-hand bikes at bargain prices

Details about the role

You will need to use your own computer and phone to attend zoom meetings, use whatsapp and make calls. If you don't have access to these, please discuss it with us in your interview and something can be arranged.

If you are new to the project and you would like to know more about it, please feel free to bring your bike in, use the space to fix it up and meet some of the team. You can also contact Pete Nolan on +447914 775 668 if you have specific questions about the role.

Closing Date: 23:59 on Saturday 2nd July 2022

Interviews: To be held virtually in the week beginning 4th July

Application Details: Please send a CV (max 2 pages) and a cover letter that sets how you meet the person specification and why you would like the job (max 1 page) to peteralfrednolan@gmail.com with the Subject line: "Your Name: BBH Volunteer Coordinator Application"

Person Specification

Essential:

- Excellent listening and communication skills.
- Friendly and approachable manner.
- Ability to deal with complaints in a sensitive way.
- Computer literate.
- Good record keeping.

Desirable:

- An understanding of the Brighton Bike Hub project, or similar projects elsewhere.
- Experience with consensus decision-making.
- An awareness of non-violent communication / assertiveness.
- Experience with the use of google drive and google forms.
- Experience with social media marketing and scheduling emails.
- Experience handling sensitive data such as contact details, and contents of complaints.

Key Responsibilities	Time per month (hours)
Advertising and proactive recruitment. Contacting new volunteer recruits.	3.5
Arranging inductions for new volunteers by experienced members of the team, and checking in with new volunteers after their induction.	2.5
Keeping in touch with all volunteers, particularly focussing on new volunteers first months. <ul style="list-style-type: none"> • Checking in on the phone or in person with every volunteer at least every other month. • Getting feedback on how the project could be more accessible to them and how they can be empowered to step up to responsibilities. • Having an eye on when people stop volunteering and getting feedback when people do. • Maintaining the Bike Hub whatsapp groups. 	5.5
Dealing with any complaints about or by volunteers and members of the Bike Hub community in conjunction with the Bike Hub Committee and following our serious complaints policy.	In the event of extra time being needed for this, extra hours can be claimed.
Liaising with the project co-ordinator to pass on any relevant information that may be helpful when they are organising the rota, or carrying out other activities.	3
Organising the volunteer meeting: <ul style="list-style-type: none"> • Sending around the meeting invite 14 and 3 and 1 days before the meeting using scheduled email and whatsapp. • Making sure that the minutes are taken and distributed to all volunteers. • Chairing the meeting sometimes and organising someone else to facilitate sometimes. • Arranging support and training for volunteer facilitators. • Liaising with the project co-ordinator and committee chair and putting together the agenda for the meetings. • Encouraging new and less vocal volunteers to attend. 	3.5
Attending committee meetings, the AGM and other such events.	1
Organising socials	1
Filling out timesheets and meeting with a member of the committee to discuss the month's work.	2
Pursuing improvements for volunteer experience to improve retention and mobilisation within the organisation.	6
TOTAL	28