



Role: Volunteer Service Intern (Baytree Centre and wider BYB consortium)

The Baytree Volunteer Service provides volunteering opportunities for women and girls at Baytree, with a view to creating and supporting a community of richly diverse volunteers who contribute their skills and experiences for the benefit of those who attend the centre and themselves.

Baytree's Volunteer Service is well regarded for its good practice in volunteer management and as such advises and capacity builds local partnering charities which are part of Building Young Brixton (BYB), a Lambeth based partnership of 6 local youth, community and education specialists, working together to provide a multifaceted service for young people affected by social and financial disadvantages, risk of exclusion and gang involvement.

The Volunteer Service Intern is a key role within the Baytree Volunteer Service, supporting the team with administrative tasks and operations to ensure the smooth running of the service. She will be involved in recruitment, volunteer coordination, monitoring and evaluation and quality assurance, whilst making sure all 200 of the Baytree Centre's volunteers feel appreciated and supported.

She will also be involved in the development of the service and work across our partners to support them to build and develop their volunteer management systems and engage volunteers.

RESPONSIBILITIES

Administration and Volunteer Coordination

- Providing support and assistance in ensuring all volunteers' records and data are comprehensive and up to date on VIEWS
- Updating volunteers' attendance records on VIEWS, including induction, training and session attendance records on VIEWS, sending
- Answering daily volunteer enquiries and questions via email and WhatsApp
- Requesting and collecting character references of new volunteers
- Supporting the team and M&E Officer with monitoring and evaluation to evaluate the impact of volunteering: gathering data through evaluation from and questionnaires, running focus groups and imputing response into VIEWS

Programme Development

- Supporting the team to gain the 'Investing in Volunteers' accreditation, the UK quality standard for good practice in volunteer management

- Supporting the development of engaging volunteer resources and trainings (help plan and create resources, handbooks, training sessions and video trainings to be uploaded to our volunteer communication sites and blogs such as and communication sites such as WordPress, Slack and Facebook)
- Supporting the team in organising events celebrating and appreciating volunteers

Recruitment and Marketing

- Supporting the recruitment of volunteers by adding and updating volunteering opportunities on the Baytree Centre's / partners' website as well as external volunteer platforms (do-it.org, Team London, UCL, LSE, Kings College,...)
- Supporting the development of the Volunteer Service's and other partners' social media presence
- Creating posters and flyers for varying audiences to promote volunteering opportunities across the consortium
- Exploring new avenues of recruitment by reaching out to organisations and local groups

PERSON SPECIFICATION

Essential:

- Ability to deal with and connect to people from varying backgrounds
- Personable and enthusiastic
- Good written and oral communication skills
- Highly computer literate
- Ability to work independently with limited supervision
- Organisation and time management skills
- Punctuality and reliability
- An interest in working with girls and women, within volunteer coordination or in the charity sector
- Flexibility and willingness to lend a hand with a variety of tasks as and when required

Desirable:

- Experience of administration
- Experience of working with a database
- Graphic design skills
- Video production and editing skills
- Some knowledge of a second language (eg. Spanish, Portuguese, French, Arabic)

WORKING SCHEDULE

Ideally, we would like an intern to work with us two days a week, Monday to Thursday 10am-6pm. We are however willing to negotiate this with the right candidate.

Due to the nature of the work this role is open to female applicants only Equality Act 2010 : Schedule 9 : Occupational Requirements