



Role Description: Volunteer Coordinator

The Magic Hat is looking to appoint an experienced, energetic, well-organised Volunteer Coordinator to work with an established anti-food waste project, using surplus ingredients to feed the community. Enjoying problem solving, excellent interpersonal and communication skills, and the ability to work well under pressure are crucial for this role.

Our 80 cover city centre cafe opened in April 2021, so this is an exciting time to join a vibrant and growing organisation and contribute to making a positive difference in our city. In addition to providing hot and cold food and drinks, a pay-as-you-feel market and a hamper delivery service, the cafe also provides affordable events space and a community resource in the city centre.

Volunteers have been an integral part of the Magic Hat since our formation over 6 years ago, and the project has a large and diverse volunteer base. This role will work closely with the General Manager and cafe staff to keep volunteers engaged, provide ongoing support to volunteers and develop new opportunities and meaningful volunteer roles.

Key Information

- Deadline for all applications is **midnight Sunday 25th July 2021** – applications received after this date will not be considered.
- Please see the application process below, applications which do not provide the required documents will not be considered.
- Interviews will take place on the **3rd & 4th August 2021**
- We will endeavour to contact all applicants as soon as possible to inform them of the status of their application.
- We are aiming to start the role ASAP, but start dates will be discussed at the interview.
- If you require any further information, please contact vacancies@themagichatcafe.co.uk

Job role

The purpose of the role is to support the General Manager in the delivery of the Magic Hat Volunteer Programme. The Volunteer Coordinator's responsibilities will include developing the volunteer programme, creating new volunteer opportunities, recruiting volunteers and supporting staff with volunteer management.

In order to raise awareness of the extent and absurdity of food waste, we are looking for someone who believes in our core aims and wants to help create an amazing city-centre food waste cafe.

Responsible to: General Manager

Responsible for: Volunteers working across the project



Pay and Benefits

- 16 hours per week (flexible but at least 4 hours to be on a Thursday or Friday. Some weekend working required)
- £11/hr
- Employment term: 9 months, including an initial probationary period of 3 months.
- Loads of free food and fun!

Terms and conditions

The rate of pay offered is £11 per hour, dependent on experience, for work undertaken as indicated in this job description. The post holder is expected to provide reasonable notice to the Magic Hat if they are unavailable to work. Please note that a Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate will be required for the post, but that a clean DBS certificate is not essential for the role - we will consider applicants with a criminal record on a case-by-case basis.

Main duties:

Volunteer Management

To lead on:

- the recruitment and induction of volunteers
- the development and delivery of appropriate training for volunteers
- the matching of volunteers with suitable volunteering roles at the Magic Hat
- the supervision and ongoing support of volunteers in their roles
- the development of new opportunities and meaningful volunteer roles
- the development of a new placement programme for volunteers wanting to improve their career skills
- the management of the volunteer database and mailing list, in accordance with GDPR
- the management of any volunteer grievances
- the communications with volunteers, including email and social media

Partnership working

- To maintain good working relationships and referral pathways with relevant organisations which provide volunteering opportunities for client volunteers

Monitoring and evaluation

- To carry out evaluation of the Magic Hat Volunteer Programme.
- To contribute to the production of evaluation materials and reports as required

Administration

- To provide administrative support for all areas of the volunteer programme, including the maintenance of volunteer databases, recruitment and training records, volunteer rotas and evaluation materials.



Fundraising

- To contribute to funding bids and events for the Volunteer Programme.

Other

- To undertake any other tasks or duties that may reasonably be required in relation to the Volunteer Programme.

To be amazing in this role, you will need the following attributes/experience...

Essential:

- Strong organisational, administrative and time-management skills
- Good written and verbal communication skills
- The ability to work in a self-directed manner and as part of a team, where the ability to develop and build good working relationships is key
- A flexible and non-judgmental approach to people and work
- The ability to communicate effectively and sensitively with people from a wide range of backgrounds including staff, volunteers and customers.
- Ability to work under pressure and manage competing priorities
- Good IT skills (shared documents, rotas, mailchimp and emails)
- Commitment to the values of the Magic Hat and tackling food waste globally and locally.
- Experience of working with volunteers
- Experience of delivering training

Desirable:

- Interest in, and awareness of, food waste in a commercial setting.
- Experience of demonstrating good management and effective coordination of a team.
- Level 2 food hygiene or above.

Application Process

If you are interested in applying, please send the following:

- Covering letter describing your experience of the main duties and how you meet the required and desired experience and attributes (1 page maximum)
- An up-to-date CV (2 pages maximum)
- Contact details for 2 referees

Please attach the above to an email and send it to vacancies@themagichatcafe.co.uk with an email subject of **“Your Name + Volunteer Coordinator”**



Timeline

- The deadline for applications is: **Sunday 25th July 2021** (midnight).
- If you are successful in progressing to the interview stage, you will be notified by **27th July 2021**.
- Interviews will take place on **3rd and 4th August 2021**, and will be carried out in a COVID-safe manner at the cafe in Newcastle City Centre, or remotely via Zoom.
- Start date to be discussed at interview.