**Go Volunteer Glos Project Support Officer Job Description**

**Background:**

Go Volunteer Glos is Gloucestershire’s digital home of volunteering.

Go Volunteer Glos (GVG) was founded by the Gloucestershire Volunteering Collaborative. The Collaborative is a group of representatives from the local Voluntary, Community and Social Enterprise (VCSE) sector, health, local government, employers and employees, police, and fire services, along with volunteers themselves, working together strategically to improve the way volunteering works in the county.

We listened to thousands of local people and organisations during 2020/21, many of whom told us there was a need to bring together all the rich diversity of volunteering opportunities available across our county into a single, easily accessible online home. So, we have created Go Volunteer Glos as our first step in making Gloucestershire the best place in the country to volunteer.

Last year we launched the platform, and its success has meant we now require additional support with the day-to-day management of the site. The post holder will be responsible for general administration of the website, managing requests from both volunteers and organisations and helping us grow the success of the platform.

The Gloucestershire VCS Alliance hosts the Go Volunteer Glos (GVG) online volunteering platform. Our ambition is for Gloucestershire to be the very best place to volunteer in the country. We are looking for someone with a passion for volunteering to support GVG to grow.

**Purpose of the role:**

The purpose of the role is to provide overall support Go Volunteer Glos to continue to thrive and grow. The postholder will be responsible for the operational maintenance of the platform, continuing to provide a high-quality service to both organisations and volunteers.

Hours: 12-15

Salary: 26k

Location: Home based, with some travel across Gloucestershire, as needed.

**Reporting to:**

Go Volunteer Glos Manager

**Key Responsibilities:**

* Provide general admin support for the Go Volunteer Glos website, this will include, but not limited to:
  + Approve organisation’s registration applications,
  + Checking the legitimacy of organisations applying,
  + Ensuring that the organisational profiles are in line with brand guidelines.
* Supporting the GVG Manager with events, this may include attending events and identifying suitable events to attend and promote GVG across Gloucestershire.
* Provide administrative support for the running of GVG bespoke events, including managing bookings, collating feedback and ensuring a positive experience for attendees.
* Acting as the first point of contact for all GVG enquiries, this will include phone calls and emails from organisations and members of the public.
* Quality assuring all opportunities posted on the GVG platform and supporting organisations to make any changes, as needed.
* Increasing engagement with the volunteer bank and maintaining relationships with existing volunteers.
* Ensuring mailing lists are maintained accurately.
* Supporting the creation of social media content.
* Implement changes and develop the platform based on feedback from volunteers and organisations.
* Produce reports from the analytics system for the GVG manager.
* Desktop research on other volunteer platforms to ensure GVG maintains best practice.
* Following up with volunteers to understand and report on their experience.
* Supporting organisations to provide success stories following the use of the platform.

**Person Specification**

**Experience:**

* Experience of managing and maintaining websites.
* Experience of building and maintaining professional relationships with key stakeholders.
* Experience of working independently
* Desirable – experience of volunteering.

**Knowledge:**

* A good understanding of the Voluntary and Community Sector and the benefits of volunteering.
* An understanding of Gloucestershire and its challenges.
* Understanding of communications across a variety of platforms and what makes them impactful.

**Skills**

* Excellent ability to use a variety of ICT software and willingness to learn new programmes.
* Excellent communication skills, including experience with providing information in an accessible way to a range of stakeholders with variable ICT understanding.
* Highly organised and capable of managing a variety of workstreams.