

PERSON SPECIFICATION



Job title: Voluntary Services Coordinator

Department: Voluntary Services

Responsible to: Voluntary Services Manager

Grade: SG

Job Purpose

To work as part of the Voluntary Services Team, supporting the recruitment, training, onboarding, and administration of all volunteers.

Liaise with retail managers to provide updates, follow up on outstanding paperwork, and ensure compliance with volunteer processes.

Manage and maintain the volunteer database, ensuring all records are accurate, current, and compliant; produce reports as required for the Volunteer Services Manager (VSM).

Attend volunteer team meetings and events, including Long Service Awards ceremonies, and take accurate minutes when required.

Requirements	Essential	Desirable	Evidence
Education/ Qualifications	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent 		CV / Application Form Certificates
Previous Experience	<ul style="list-style-type: none"> Experience of working in a customer service or people facing environment Experience of working effectively as part of a team 	<ul style="list-style-type: none"> Experience of working in the charity of health and social care sector Experience of supporting volunteers Experience of managing databases 	CV / Application Form Interview References

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Skills, Knowledge, Abilities	<ul style="list-style-type: none"> • Good organisational skills • Strong communication skills and including telephone, face to face and written • Effective time management skills • Strong IT skills – Knowledge of IT packages such as MS Outlook, Word, Excel and PowerPoint • Strong administrative skills, including use of databases 	<ul style="list-style-type: none"> • Good understanding of GDPR • Good understanding of metrics, creating reports and measuring impact 	CV / Application Form Interview References
Attitude, Aptitudes & Personal Characteristics	<ul style="list-style-type: none"> • An ability to prioritise and work to deadlines • Communicate well at all levels • Ability to work to own initiative • Display compassion, empathy and a non-judgemental attitude • High integrity • Ability to be flexible and visit other locations • Adhere to SMH policies and processes 	<ul style="list-style-type: none"> • Excellent advocacy skills • Understand confidentiality and boundaries 	Interview References
Other requirements (e.g., on-call/driving licence/shifts)		<ul style="list-style-type: none"> • Full UK Driving licence 	

Reviewed by:	Tracy Sandle Voluntary Services	Date:	02-2026
Signed by employee:		Date:	