**ROLE PROFILE – Economy & Skills**

**Level 3 Advanced Apprentice – Volunteer Co-Ordinator**

**About The Council:**

Oldham is committed to developing a co-operative future; one where citizens, partners and staff work together to improve the borough and create a confident and ambitious place.

A co-operative Council aims to support everybody doing their bit and everybody benefitting. This means we work in a way which helps to empower residents to take greater control of their own lives but also gets the maximum benefit from the resources that are available to the community and public sector. It also means working in ways which are ethical, fair and deliver good social value as well as value-for-money. It also means giving residents the opportunity to work in collaboration with us to design and even help deliver services.

**Purpose of Apprenticeship:**

To support the development of volunteering and work experience placement opportunities for Oldham Council Libraries including recruitment, administration duties and a development/reward programme

**What will I be doing?**

* Create and update appropriate policies and procedures relating to volunteers
* Work with the Library Development Officer (Volunteering & Work Experience Placements) to recruit suitable volunteers using the existing recruitment processes
* In conjunction with the Library Development Officer (Volunteering & Work Experience Placements) devise suitable roles for volunteers across the library service
* Support the Library Development Officer (Volunteering & Work Experience Placements) to devise training programmes for volunteers
* Day to day support of volunteers including being the first point of contact, supported by the Library Development Officer (Volunteering & Work Experience Placements)
* To adhere to existing working practices, methods and procedures
* To work with information technology and associated systems in accordance with Oldham Council policies and procedures
* To co-operate in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post
* To carry out the duties of the post in compliance with Oldham Council’s Equal Opportunities policies and procedures
* To maintain confidentiality and observe data protection and associated guidelines where appropriate
* To understand and comply with the Oldham Council’s environmental policies
* To keep accurate and up to date records

**What will I gain?**

* Experience of working as part of a busy development team
* Develop customer service skills through telephone and face to face contact with volunteers
* A good understanding of Oldham Council Libraries role within the organisation
* Data protection and client confidentiality
* Administration skills and using an IT system
* Working towards the Apprenticeship Level 3 in Business Administration

**Who will I be working with?**

* You will be working with colleagues within Oldham Council Libraries such as Library Development Officers, Library Assistants and members of the public

**Requirements for the Apprenticeship:**

* Ability to use IT applications including Microsoft Office programmes and internet browsers
* Literacy and numeracy skills (Level 2 or equivalent)
* Good communication skills
* Team-working skills
* Ability to work flexibly to meet the needs of the service, including evenings, weekends and at different locations as required
* Experience of supporting and mentoring others
* Previous experience as a volunteer or working with volunteers preferred

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| **Relationship To Other Posts In The Directorate:**  **Responsible to:**Line Manager  **Responsible for :** NONE |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | Jan 2018 | Alison Copple & Samuel Thornley | Senior Library Officer  Library Development Officer |
| **Reviewed** | 05/01/2018 & 26/04/2018 | Emma McKay | Programme Officer |
| **Updated** |  |  |  |