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| **Community Engagement and Volunteering Apprentice** |
| **Job Description** |
| **Department:** Community Engagement and Volunteering | **Reports to:** Community Engagement, Volunteering and Co-Production Officer |
| **Direct Reports:** N/A |
| **Main Accountabilities:*** Assist with the implementation of the Better Impact volunteer management software
* Update and maintain volunteer databases
* Process volunteer applications and inquiries
* Assist in the creation of documentation (e.g. Volunteer Handbook for Services)
* Develop and create content for a bimonthly Community Engagement newsletter
* Engage with services to expand the reach of Community Engagement initiatives
* Create easy-read documentation to support projects and initiatives
* Assist with the organisation of clubs and activities (e.g. the Outward social, Choir, etc.)
* Assist with other general administrative tasks as needed

This is not an exhaustive list **Desirable skills & Qualities*** 5 GCSE’s, grades A\*- C/9-4 or equivalent (including English Language & Maths)
* An interest in community engagement and/or the arts
* Passionate about supporting individuals with learning disabilities
* Strong organisational skills
* Flexible & reliable
* Self-motivated
* Demonstrate attention to detail
* Excellent communication skills both verbal and written
* Strong IT skills
* Good understanding of Microsoft Office and Google Suites
* Ability to work as part of a team and on own initiative
* Video editing skills would be an asset
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| **Environment:**Office hoursWeekends – if and when requiredMay require travel across Outward sites. |
| **Scope:**Communicating with a range of employees, volunteers, stakeholders, managers and Senior staff |

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| **PERSON SPECIFICATION** |
| **ESSENTIAL = E** | **DESIRABLE = D** | **ASSESSMENT = A** | **INTERVIEW = I** |
| **Education and qualifications** |
| 5 GCSE’s, grades A\*- C/9-4 or equivalent (including English Language & Maths)  | **D** |
| **Knowledge and Skills** |
| Attention to detail | **E/A** |
| Strong interpersonal skills | **E/I** |
| Strong communication skills (written and verbal)  | **E/A** |
| Strong project planning and organisational skills  | **E/I** |
| Ability to follow instructions | **E/I** |
| Ability to prioritise in a busy work environment | **E/I** |
| **Technical and Practical Skills** |
| Experience of using database systems | **D/I** |
| Strong IT Skills | **E/A** |
| Knowledge of Microsoft Office and/or Google Suites  | **E/A** |
| Knowledge of video editing  | **D/I** |
| **Customer Service and Quality Focus** |
| Ability to answer the phone in a friendly and professional manner | **E** |
| Be open, approachable and friendly | **E** |
| Be polite and assertive | E |
| A commitment to working in an anti-discriminatory way. (Please refer to [www.acas.org.uk](http://www.acas.org.uk) to learn more about Equality Act 2010) | E |
| **Personal Attributes** |
| Ability to take initiative  | **E** |
| Understands the importance of confidentiality  | **E** |
| A creative thinker with an ability to problem solve | **E** |
| Interest in community engagement  | **D** |
| Passionate about supporting individuals with learning disabilities | **E** |
| Reliable and organised  | **E** |
| Understanding of and commitment to equal opportunities (Please refer to [www.acas.org.uk](http://www.acas.org.uk) to learn more about Equality Act 2010) | **E** |
| Interested in personal learning and development | **E** |

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| **Our values** |
| **Engaging***We listen to what people say, we involve people, we are honest and open* | We act responsiblyWe appreciate and respect individuals We are welcoming and inclusive  |
| **Enabling***We facilitate, we assist and we support to make things happen* | We are committed, passionate and hard working We support to people make informed choicesWe build upon excellence |
| **Empowering***We inspire and we encourage, supporting people to take control* | We are flexible and creativeWe learn, question, challenge and reflect |
| **Safeguarding statement** |
| Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.  If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward. |