

## JOB DESCRIPTION

	<p><b>Role Title:</b> Volunteer Network Support Officer <b>Reporting to:</b> Operations and Development Manager <b>Hours / fixed term contract:</b> Part Time; 2/5 FTE <b>Location:</b> 18 Eustace Street, Temple Bar Dublin 2 <b>Salary:</b> €28,000-€30,000 p.a. pro rata</p>
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## DESCRIPTION OF VOLUNTEER IRELAND

Volunteer Ireland (VI) is the national volunteer development organisation and a support body for all local Volunteer Centres and Volunteering Information Services in Ireland. Volunteer Ireland's vision is an Ireland where everyone who wants to volunteer can volunteer to create a better society. Volunteer Ireland has identified five strategic priorities for the duration of the current strategic plan (2018-2022). These are to advance volunteering, support the volunteering infrastructure, support volunteering and volunteers, celebrate volunteering and strengthen our competency and capacity.

Volunteer Ireland seeks to deliver on these strategic aims by providing a range of supports and services aimed primarily at key stakeholders that include current and potential volunteers (including groups of volunteers), volunteer involving organisations, Volunteer Centres and Volunteering Information Services. For more information about Volunteer Ireland, including on staffing and governance, please see [www.volunteer.ie](http://www.volunteer.ie).

## DESCRIPTION OF VOLUNTEER CENTRES AND VOLUNTEERING INFORMATION SERVICES

Volunteer Ireland works closely with 21 Volunteer Centres and 8 Volunteering Information Services, towards a shared goal of an Ireland where everyone who wants to volunteer, can volunteer. The Volunteer Centres provide a placement service between individuals and groups who want to undertake voluntary activity and organisations that are seeking to involve volunteers. Volunteer Centres exist at a county level and are the local leaders in community engagement, supporting and promoting volunteering. The aims of the Volunteering Information Services in Ireland are the same as Volunteer Centres. As Volunteering Information Services are at the first stage of development of a Volunteer Centre, they provide a basic service, hosting a website and providing access to the I-VOL database.

## SUMMARY OF ROLE

The Volunteer Network Support Officer is responsible for providing administrative support for Volunteer Centres and Volunteering Information Services. This is a new role created to provide additional support to the volunteering infrastructure.

## MAIN RESPONSIBILITIES

1. Set up processes and templates to facilitate the working of the volunteer infrastructure network
  - Develop templates Terms of Reference for working groups of the volunteering infrastructure
  - Develop templates for minutes and agendas of working groups
  - Develop template reports from working groups
  - Develop working group attendance logs
  - Identify and develop other systems and processes identified as needs arise
2. Provide support to the Volunteer Centre Managers Network (VCMN)
  - Provide full logistics for VCMN meetings i.e. agenda, minutes, venue, etc., in consultation with the VCMN Chairs Panel
  - Keep VCMN actions on track i.e. keep note of actions and track actions not delivered
  - Keep an attendance log of the VCMN
3. Provide support to working groups
  - Keep list of all working groups and members
  - Work with the chairperson of each working group to develop Terms of Reference (ToRs) specific to the working group
  - Organise and set meetings of working groups
  - Take and circulate minutes of working group meetings
  - Keep note of actions agreed at the working group and track actions not delivered
  - Keep an attendance log of all working groups
  - Write a report from working groups to the “owner” of the working group, e.g. the VCMN, the Executive, Volunteer Ireland, etc.
4. Provide support to Placement Officers Forum (POF)
  - Organise logistics of the POF including date, venue and catering
  - Draft and distribute agenda, in consultation with the POF panel
  - Take and circulate minutes
  - Arrange speakers if/when relevant

- Keep note of actions agreed at the POF and track actions not delivered
  - Ensure that the panel for the next meeting is agreed
  - Keep an attendance log of the POF
5. Provide support to the Volunteering Information Services (VISs)
    - Coordinate and take minutes at VIS meetings
    - Provide additional ad hoc support to VISs as requested by the Operations and Development Manager
  6. Organise annual overnight conference (*subject to funding*)
    - Plan the content of an annual conference of VCs, VISs and VI – details/content tbc
    - Organise logistics for annual conference
    - Organise agenda and take minutes from annual conference
    - Follow up on actions agreed at annual conference
  7. Act as central contact person at Volunteer Ireland for Volunteer Centres and Volunteering Information Services
    - Co-ordinate network learning and development
    - Build excellent relationships with Volunteer Centres and Volunteering Information Services via email, phone and in person
    - Act as the central VI contact person for all VCs and VISs
    - Distribute updated organogram of VI staff to all VCs and VISs on a quarterly basis
    - Keep email groups up to date and share with VCs and VIS on a quarterly basis
    - Provide administrative support for any cross-infrastructure projects e.g. work with Charities Regulator, Governance Code and specific Garda Vetting projects.

### PERSON SPECIFICATION / WHO YOU ARE

This role will suit an individual with excellent organisation skills who has previous administrative experience in a busy office environment. The individual will also need excellent skills in building relationships and be a good communicator.

#### *Essential experience and competencies*

- Experience in office administration
- Excellent organisational skills with proven attention to detail
- Experience of taking minutes at large meetings

- Ability to build positive relationship with a variety of people from different backgrounds
- Experience of managing multiple stakeholders with diverse interests and priorities
- Diplomacy and negotiation skills
- Excellent written and oral communication skills
- Ability to manage conflicts constructively
- Experience of providing logistical support, e.g. arranging meetings, venues, catering etc.
- Excellent phone and email manner
- Competent use of Microsoft Office suite of products including Outlook, Word and Excel
- Ability to work on both own initiative and as part of a team

#### *Desirable experience and competencies*

- Knowledge of the community and voluntary sector
- Knowledge or experience in Salesforce
- Experience of working with partnerships

#### **FURTHER INFORMATION**

We value diversity and aspire to reflect this in our workforce. We welcome applications from people from all sections of the community, irrespective of race, ethnicity, gender, age, disability, sexual orientation, religion or belief. This role requires applicants to have the right to work in Ireland.