Job Description

Job Title:	Volunteer Network Support Officer (maternity leave cover)
Reporting to:	Operations & Development Manager
Hours / contract:	The role is part-time (2 days or 14 hours per week)
Salary:	€30,000 – €32,000 per annum pro rata
Contract:	9-month contract from 1st December 2022
Location:	Based remotely with occasional work from Volunteer Ireland offices, at Regus – Harcourt Centre, Harcourt Rd, Saint Kevin's, Dublin, DO2 HW77

Description of VI

Volunteer Ireland is the national volunteer development organisations that supports, celebrates, and advances volunteering. Our 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 2018–2022. These are to:

- Advance volunteering
- Support the volunteering infrastructure
- Support volunteering and volunteers
- Celebrate volunteering
- Strengthen our competency and capacity

Volunteer Ireland seeks to deliver on these strategic aims through 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 and Volunteer Centres. Volunteer Ireland works closely with the local Volunteer Centres towards a shared goal of an Ireland where everyone who wants to, can volunteer.

For more information about Volunteer Ireland, including staffing and governance, please see www.volunteer.ie

Purpose of role

The Volunteer Network Support Officer is responsible for providing administrative support and co-ordination to the national network of Volunteer Centres.

Main responsibilities

1. **Act as central contact person at Volunteer Ireland (VI) for Volunteer Centres (VCs):**

    - Build excellent relationships with Volunteer Centres via email, phone, ZOOM and in person.
    - Act as the central VI contact person for all VCs.
    - Leverage unique vantage point of presence at all network forums to proactively highlight opportunities for better communications and connection across the network, and between the VCs and VI.

2. **Set up and maintain processes to facilitate the working of the volunteer infrastructure network:**

    - Keep network email groups, network directory, SharePoint access etc up to date.
    - Maintain shared content on network's SharePoint site and add to this as needs evolve.
    - Maintain records of all groups (minutes, membership etc).
    - Develop templates for Terms of Reference for working groups, for election processes for representative groups/forums and for meeting agendas, minutes etc.
    - Maintain an annual calendar of national network meetings and relevant events
    - Identify and develop other record-keeping and communication systems and processes as needs evolve.

3. **Provide support to the Network Forums:**

    - Provide full logistics for meetings of the Joint Executive, Volunteer Centre Managers Network (VCMN) and Placement Officer Forum i.e., agenda, minutes, venue/catering, Outlook appointments etc.
    - Track status of agreed actions and send timely reminders of outstanding deliverables.
    - Keep an attendance log of the forums.
    - Provide administrative support for creation of annual Impact Report/network surveys etc.

- Provide other supports as needs evolve.

4.   Provide support to key working groups:

- Maintain membership list of all current working groups and members, with annual audit of these for review by VCMN and Joint Executive.
- Support the chairpersons of key working groups to develop Terms of Reference (ToR).
- Organise meetings of key working groups and take/circulate minutes.
- Track status of agreed actions and send timely reminders of outstanding deliverables.
- Provide project management and other supports to certain groups as needs evolve, such as subgroups in relation the National Volunteering Strategy.

5.   Organise annual overnight conference (subject to funding)

- Coordinate a working group of VC staff to plan the annual conference.
- Liaise closely with the working group with regard to theme and content, whilst taking responsibility for all logistical elements including speakers (internal & external), invited guests and stakeholders.
- Attend and ensure delivery of conference plans, troubleshooting as necessary.
- Under direction of the working group, conduct a post-conference survey and prepare a conference report with recommendations for following year.
- Track status of agreed actions at/post-conference and send timely reminders of outstanding deliverables.

6.   Contribute to the culture of Volunteer Ireland

- Attend virtual and in-person staff meetings.
- Participate in periodic staff retreats, events, trainings, and volunteer opportunities.
- Collaborate with VI staff on cross-organisational topics and discussions.

Person specification / who you are

This role will suit a flexible individual with excellent organisation skills who has previous administrative experience in a busy environment. The individual will also need excellent skills in building relationships, managing diverse stakeholders, and communications.

Essential experience and competencies

- Experience in 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 with ability to handle ambiguity and to manage conflicts constructively.
- Excellent written and oral communication skills.
- Experience of providing logistical support, e.g., arranging meetings, venues, catering etc.
- Excellent phone, email, and video-conferencing manner.
- Competent use of Zoom and 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 in any capacity, for example as a volunteer, staff member etc.
- Knowledge or experience in Salesforce.
- Knowledge or experience with Trello and other project management tools.

Benefits

- 25 days annual leave (two to be kept for Christmas-New Year when office closes) with an extra day added per year of service up to three years.
- Four days paid leave per annum to volunteer.
- Access to employee pension scheme on completion of probation, matched by the organisation up to 3%.
- Training and development budget ring fenced for each employee.
- Cycle to work scheme.
- Employee Assistance Plan.

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.