

# Job Description

<b>Position:</b>	Volunteer Coordinator
<b>Department/Service:</b>	Future Radio
<b>Job Status:</b>	Initial 12-month contract term, with extension subject to achieving targets
<b>Hours of Work:</b>	25 hours per week, allocated flexibly within working hours (9am – 5pm weekdays), with some weekend and after-hours work as needed. Subject to Four Day Week following 6 months in post (see below).
<b>Leave:</b>	Pro Rata of 23 days plus Bank Holidays
<b>Location:</b>	Norwich
<b>Salary:</b>	£17,485 (pro rata of £25,878)
<b>Application Deadline:</b>	Thursday 12 <sup>th</sup> March (midnight)
<b>Interview Date:</b>	Expected week commencing 16 <sup>th</sup> March

## **Vision statement:**

***Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.***

## **Context and purpose of the job:**

Future Radio is an Ofcom licenced Community Radio station which broadcasts 24 hours a day, providing locally produced programming to a potential audience of approximately 381,000 people across the greater Norwich area. We deliver original, locally made radio content each day, covering a wide range of genres of music, speech, arts, news and information, current affairs and topical discussion.

We serve the people who live, work and travel into the greater Norwich area, and aim to provide a diverse, accessible and engaging community radio service which reflects the interests, views and needs of those individuals and their communities. Future Radio is run by a small team of three staff and around 70 volunteers, who are supported by a Volunteer Steering Group and the station's parent charity, Future Projects. Each year the station trains, supports, and manages local volunteers in the day to day operation of the Community Radio service.

In early 2020, Future Radio's landlord, Open Youth Trust, declared bankruptcy, meaning the station had to operate virtually until it found a suitable new home. In 2023, the Future Radio team were finally able to move into a new site and began a process of improving its income streams to achieve long-term sustainability and ensure it best served the communities of Norwich. Several milestones have been achieved over the last few years, including building income across a range of sources, as part of a Sustainability Plan.

Now, Future Radio is seeking a Volunteer Coordinator to support further development, both through growing and diversifying its volunteer base and increase its capacity to deliver income-generating activities and funded projects. The Volunteer Coordinator will lead recruitment, training, and support of volunteers at Future Radio, with a focus on building capacity for income-generating activities (such as with fundraising, events and sales) and delivering community-benefitting projects. We hope that the Volunteer Coordinator will become a permanent role within the Future Radio team, through coordinating a diverse group of volunteers to carry out a range of roles that substantially contribute to the station's social impact and overall income.

**Key Deliverables:** The post will be held to account against the following Key Deliverables

1. Recruit and induct volunteers from a wide range of backgrounds to engage with volunteering opportunities at Future Radio, particularly those from disadvantaged groups.
2. Deliver all suitable training and support to enable volunteers to carry out roles, including within station operations and management.
3. Actively recruit volunteers into income generation teams to support with fundraising, events and sales activities.
4. Coordinate volunteers to deliver a range of community-benefitting projects, supporting with project management as required.
5. Monitor and evaluate volunteer engagement to support with securing additional funding for volunteer-led projects.

**About Future Projects:** Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So, they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.

# future projects

Creating brighter futures throughout Norfolk



future  
support

A collection of specialist support services which help those most in need through hands-on support, advice and advocacy.



future  
education

A specialist independent school which engages children with complex needs in learning, inspiring them to achieve and nurturing them to become successful adults.



future  
radio  
1078 fm

A radio station which engages the community, builds skills and provides opportunities through great music, conversation and people.

## Detailed duties and responsibilities:

**Key Deliverable 1:** Recruit and induct volunteers from a wide range of backgrounds to engage with volunteering opportunities at Future Radio, particularly those from disadvantaged groups.

- Develop and deliver inclusive volunteer recruitment campaigns, ensuring opportunities are accessible to underrepresented and disadvantaged communities.
- Build partnerships with local organisations, community groups, and education providers to promote volunteering pathways.
- Manage the application, interview, and selection process for prospective volunteers.

**Key Deliverable 2:** Deliver all suitable training and support to enable volunteers to carry out roles, including within station operations and management.

- Create and deliver role-specific training programmes, covering both technical and non-technical skills, such as with presenting, producing, editing, guest coordination, managing other volunteers, and more. The role holder will receive full training in all required technical skills.
- Provide ongoing guidance, mentoring, and supervision to ensure volunteers feel confident and supported.
- Identify additional training needs and seek assistance from colleagues or externally as required.
- Develop processes and initiatives that continually enhance and improve the volunteer experience.
- Monitor relevant regulations and sector best practice, to ensure Future Radio remains compliant with all legal requirements and operates in line with current guidance.

**Key Deliverable 3:** Actively recruit volunteers into income generation teams to support with fundraising events and challenges and sales activities.

- Actively identify suitable volunteers, such as students undertaking business courses, to get involved with income-generating roles at the station.
- Provide all suitable training, with support from income-generating colleagues as required, to enable income generating volunteers to effectively carry out their role.

- Ensure volunteers understand and achieve worthwhile Return on Investment for all income-generating activities, with a clear focus on working towards the station's goal of achieving long-term sustainability.

**Key Deliverable 4:** Coordinate volunteers to deliver a range of community-benefitting projects, supporting with project management as required.

- Plan and allocate volunteer roles within community projects, ensuring clear responsibilities and timelines, recruiting new volunteers to fulfil unique roles as required.
- Schedule volunteers to carry out tasks, with backup plans in place as needed to ensure tasks are fulfilled and milestones achieved.
- Provide project management support as required, working with colleagues to ensure activities meet agreed objectives and deliver benefit to the communities of Norwich.

**Key Deliverable 5:** Monitor and evaluate volunteer engagement to support with securing additional funding for volunteer-led projects.

- Maintain accurate records of volunteer activity, including hours contributed and roles undertaken.
- Collect feedback from volunteers and beneficiaries to evaluate impact and improve volunteer experiences.
- Produce regular reports highlighting volunteer engagement, outcomes, and success stories.
- Contribute to funding applications and impact reports by providing evidence of volunteer achievements

#### Other duties

- Promote the aims, policies, and objectives of Future Radio and proactively champion the work of the wider charity, Future Projects
- Participate in team meetings and external meetings as required
- Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service

**This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.**

**Job environment:** significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and in-office presence. On occasions there may be a need for evening and weekend work subject to the needs of the charity.

**Supervision:** The post holder will report directly to the Operations Manager and will be subject to regular performance reviews and support sessions.

**Line Management Responsibility:** The post holder will coordinate volunteer teams as detailed above, but there is no staff line management attached to this role.

**Health and Safety/Safeguarding:** The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: [j.maclennan@futureeducation.org.uk](mailto:j.maclennan@futureeducation.org.uk) 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Grace Richardson – Support Services Manager: [g.richardson@futureprojects.org.uk](mailto:g.richardson@futureprojects.org.uk) 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

**Equalities:** The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

**Pre-employment checks:** Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

### **Application Guidance**

When completing your application form, please refer directly to the **Context and Purpose of the Job, Duties and Responsibilities** and the **Person Specification** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.