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## Volunteers and Events Coordinator

**Thank you for your interest in working with Gendered Intelligence (GI)**

We are seeking an experienced and motivated individual who can fill the role of Volunteer and Events Coordinator (VEC) with enthusiasm. You will be responsible for the day-to-day organising of volunteer activity across the organisation, supporting new and existing volunteers to have a positive and high-quality experience at GI. You will also organise a small programme of internal and occasionally external events.

You will ideally bring experience from a similar role, but we are also interested in hearing from individuals who can demonstrate transferable skills in managing small teams and motivating individuals, especially in a community-based or LGBTQ organisation.

This pack contains information to help you decide if you would like this job; and tells you what to do if you decide you want to apply.

**What is in this pack?**

Click on any of the links below to go to the section you are interested in:

1. [Want to learn more before applying?](#_Want_to_learn)
2. [Diversity information](#_Diversity_Information)
3. [Recruitment process and timeline](#_Recruitment_Process_&)
4. [Gendered Intelligence and the VEC role](#_Organisational_context)
5. [Job description](#_Job_description)
6. [Person specification](#_Person_Specification)
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Separate documents:

1. Application form
2. Diversity Monitoring Form

## Want to learn more before applying?

We hope this recruitment pack will provide all the information you need to decide if you want to apply for this job: is it likely to be a role you’ll enjoy and that you will be a good fit for? But we’re aware that people may have different needs or additional queries, and we want to support all potential applicants, so we can provide additional information via the following routes:

**Option 1:** You can contact Matty Herring [matty.herring@genderedintelligence.co.uk](mailto:matty.herring@genderedintelligence.co.uk). Please note that Matty will be line-managing the postholder and the Chair of the Interview Panel.

**Option 2:** Contact [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) for anonymous support. As well as responding to any general queries about the process, we are offering a limited number of 10 minute slots to support applicants with their applications. These 1:1 online sessions will take place on **Tuesday 1st November** and will be hosted by a senior member of the GI team, who is not involved directly in this recruitment process.

The sessions will provide the opportunity for potential applicants to ask any questions they have about the process, or about how to complete the application form or what to include on it.

We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. These are open to all, but we would specifically encourage individuals who are transfeminine and/or people of colour to apply for a slot. Please email by **9am on Monday 31st October** if you would like to take advantage of this offer.

You are welcome to use both the options above.

# Diversity Information

Gendered Intelligence aims to create a positive working environment for all staff, and is working towards a more diverse workforce. We have a Diversity Working Group and are actively engaged in a programme of organisational development, reviewing policies, practices and working culture in order to improve our environment and enable colleagues to work effectively and supportively together.

We welcome applications from people of diverse backgrounds, abilities and gender identities. For this role we are actively encouraging applications from trans[[1]](#footnote-1) people and, in particular, welcome trans-feminine spectrum people, people of colour and people with disabilities to apply.

Whilst the majority of staff are trans-identified, we welcome cis allies at all levels, and have a number of cis people working for us.

As part of our commitment to increasing diversity, we have included a Diversity Monitoring form with this pack, which is not mandatory, but we hope you will complete.

# Recruitment Process & Timeline

Please read the background and overview information about the role, as well as the job description and the person specification carefully.

Please complete the application form (2 part) that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **10am on Thursday 17th November**

Shortlisted applicants will be informed by: **22nd November**

Interviews are expected to take place on **Monday 28th November.** If you are not available on this day please let us know this when you apply.

All job offers are made subject to references.

# Gendered Intelligence and the VEC role

## The Organisation

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender!

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services (PES)**  
  Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Services (YCS)**  
  Services and projects that work with young trans people and trans adults - including non binary, gender diverse and gender questioning people - to support well-being and enable our community to thrive
* **Public Engagement and Central Support Services (PECSS)**  
  Work with public policy and decision makers, the media, researchers and academics as well as the general public and major institutions to raise awareness; All internal support functions such as finance, HR, office management and IT

## The Team

The Volunteer and Events Coordinator will be based in the YCS Department, as part of the newly formed Community Development and Empowerment Team.

Volunteers have been involved in the development of GI and supporting the delivery of services since we started in 2008, and at the beginning of 2018, with the help of grant funding, we employed a full-time Volunteer Co-ordinator. That role has evolved in the five years, and we are now pleased to be recruiting a permanent role in acknowledgement of the vital need to provide professional, consistent and inspiring support for our volunteers, and also the staff who work alongside them.

## To find out more, visit [www.genderedintelligence.co.uk](file:///C:\Users\grace\Downloads\www.genderedintelligence.co.uk)

## The Role

The Volunteer and Events Coordinator will carry out the day-to-day organising of volunteer activity across the organisation, predominantly in the Youth and Communities Services and Central Support Services departments.

The postholder will be based in YCS but work with colleagues across the whole organisation to practically promote the role and importance of volunteering within Gendered Intelligence. They will also increase the opportunities for individuals to volunteer at GI, and ensure systems are in place to ensure their involvement is positive and productive.

The role is also responsible for an events programme which is predominantly internal, either ‘all staff’ events or run for the benefit of existing service users – mostly young people and their families/ carers. Some of these events will be run using volunteer support.

# Job description

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| Contract type | Permanent |
| Hours | Part time 0.8 FTE (28 hours per week) |
| Salary | £28,650 – 32,372 (+ £3,000 London Weighting) per annum pro rata This falls within Band 5 (Spinal Points 23 – 27) |
| Line Manager | Head of Community Development and Empowerment |
| Location | Hybrid working: based at our Kings Cross office with possibility of flexible working from home (to be agreed) |

**Main Duties and Responsibilities**

The range of responsibilities and duties of this role will include the following, although

priorities may change in line with the development of the role and other duties may be allocated from time to time.

**Volunteer Coordination and recruitment**

* Lead on the recruitment, induction, training, support and review of volunteers in accordance with policy and procedure – this includes all volunteer related administrative tasks e.g. applications, reference requests, induction processes, including planning safeguarding inductions and arranging Disclosure and Barring Service checks (DBS)
* Ensure that existing volunteer opportunities are coordinated and carried out effectively within the YCS and CSS team, and liaise across the organisation to identify new opportunities
* Develop new volunteer roles as required by different staff members at GI, including writing the role descriptions, developing training and ensuring appropriate support and development structure in place for the new role.
* Support existing volunteer roles such as: Camp Volunteers, Group Volunteers
* Organise shifts for volunteers on Three Rings (our database system)
* Collect and collate data and compile reports on the activities and outcomes of our volunteer programme.
* Keep up-to-date on any changes in legislation and good practice involving volunteers (e.g. changes in benefit entitlement).
* Review the Volunteer Policy and update as needed to reflect current working practices.

**Volunteer Communication**

* Encourage and support social time and peer support through volunteers Forums and creating a peer support network
* Communicate with volunteers through a variety of communication tools including e-mail, telephone, Mailchimp, Zoom and Discord
* Engage with national initiatives such as Volunteers Week as a way of thanking volunteers for their contribution and celebrating the positive impact volunteering has
* Promote volunteering and Gendered Intelligence proactively, effectively and innovatively through targeted outreach opportunities, publicity materials and by organising celebration events and other means of highlighting and recognising the value of volunteers and sharing these appropriately using social media

**Volunteer Management**

* Ensure appropriate support and supervision is in place for all volunteers at GI and that all volunteers have an appropriate staff member that provides them with support and supervision
* Assist volunteers with procedures such as claiming expenses and making sure they have access to GIs latest policies and procedures
* To promote, encourage and maintain the motivation of volunteers at GI
* Develop and implement systems to enable effective monitoring and evaluation of volunteering, such as volunteer supervision, exit interviews etc.

**Events**

* Liaising with staff members and working with volunteers to ensure thorough preparation, including sourcing and booking venues, and on-the-day smooth running of internal events such as Imagining our Futures season for young people and their families; our GI End of Year event; and Pride related activities.
* Supporting colleagues to run their own events as required.

**General Requirements**

* All staff are required to work within Gendered Intelligence’s policies, ensuring these are carried out in relation to the job, in particular:
  + Take responsibility for the health and safety of self and others at all times and
  + Behave in accordance with Gendered Intelligence’s codes of conduct, Equal Opportunities Policy and ensure Equal Opportunities principles are incorporated into the planning, delivery and monitoring of services.
  + Deliver their work in line with our 3 Ps: Professionalism, Positivity and Passion
* All staff may be asked to undertake other duties and responsibilities appropriate, as determined by the CEO, on an occasional basis.

# Person Specification

Please address each point in the person specification in turn, providing examples for each one. You are welcome to evidence the experience and qualities required using examples outside of paid work.

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| **ESSENTIAL** |
| **Skills** |
| Excellent verbal communication and interpersonal skill |
| Excellent written skills for a range of audiences |
| **Abilities** |
| Organised and self-motivated with an ability to prioritise varied workload |
| Ability to implement systems and processes to enhance volunteers’ experiences |
| Ability to manage and empower a range of volunteers to get the best out of and put the best into their projects and activity volunteering for GI |
| **Knowledge** |
| An understanding of trans identities, communities and gender diversity, and a willingness to continue to learn |
| Knowledge of volunteer recruitment processes |
| **Experience** |
| Experience of recruiting, managing and working with volunteers |
| Experience of using Mailchimp and designing effective email campaigns |
| Experience coordinating and organising events in organisations between different teams, taking into consideration the varied needs of diff team members and service users who might attend events. |
| Experience of using volunteers to run events |
| Experience of using Microsoft Office (including Word, Excel and PowerPoint) with ability to learn new software rapidly. |
| Experience working with people who are marginalised within society |
| **DESIRABLE** |
| Experience of working within an LGBTQ+ setting |
| Facilitation and public speaking skills – working with small and large groups, working with new people and making connections |

# Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1st October to 30th September.

**Location.** The GI office is near Kings Cross. Currently most staff are home-based but coming into the office or other shared working spaces on a regular basis. We are open to discussions about flexible working practices, but the expectation is that this role will have an office presence.

**Hours of work.** GI’s working week is 35 hours; our offices are open from 9am – 6pm. Exact working pattern will be negotiated with the successful postholder, but the expectation is that normal office hours will be covered.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Support for staff.** At GI we pride ourselves on the support staff get to do their role. We understand that the work we do at GI can have a strong emotional and personal element to it. Each staff member also receives consistent and concentrated time with line managers, and front line delivery staff also have dedicated planning, preparation and wind down time with peers and teams. We have understanding of the various demands on trans workers and have a certain amount of flexibility to accommodate any disadvantages you may experience in the world due to transphobia. All of this is in place so that you can do the best job possible in your role.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**NB** The negotiations for the period April 2022 – March 2023 are ongoing. Once agreement is reached, any applicable rise will be backdated to the employment start date.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.

**GI Ethos and Approach.** GI places people at the heart of our organisation.

We continually strive to improve everything we do, including the support we offer to staff and the services we deliver to trans people and to all other types of clients. We think carefully about the ethical aspects of our work, how we practice and who we partner with.

This links in with our organisational values: ‘The 3 P’s’ – Positivity, Passion and Professionalism. We expect all staff to engage with these ‘3P’ concepts when approaching their work at GI. We see our 3P’s as equally important and balanced in the people we employ and the work that we carry out.

1. NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above. [↑](#footnote-ref-1)