



RECRUITMENT STATEMENT

Doorstep Library is committed to safeguarding and promoting the welfare of children, young people, and all those we work with. All employees undergo rigorous safer recruitment processes including specified interview questions, a DBS check, and the collection of written and/or verbal references. Safeguarding training is a mandatory part of the induction process for all employees, and employees are expected to always adhere to our safeguarding policies and procedures.

ABOUT US

At Doorstep Library, we believe every child deserves the opportunity to discover the joy of reading. We work with children and families facing barriers to accessing books, helping to nurture a lifelong love of reading through regular, personalised reading sessions in the home and online. Since 2010, we've supported thousands of children across London, creating positive reading experiences that build confidence, strengthen family relationships and improve literacy. Our work is made possible by a passionate community of staff, volunteers, partners and supporters who share our vision that every child should have the chance to thrive through the power of books.

Our impact is long-lasting. For us, the 'happy ever after' is when we know the power of literacy and the joy of reading are helping a child change their own story for good. Every story shared is a story changed.

JOB SUMMARY

Job Title: Volunteer Coordinator
Contract Type: Permanent
Hours per week: Full time – 35 hours per week (excluding lunch breaks)
Working pattern: Our core working hours are between 9.00am and 7.00pm
Main Location: Hybrid working – working from home and at our Head Office in Victoria (8-10 Grosvenor Gardens, London SW1W 0DH)
Reports to: Service Delivery Manager
Direct Reports: None
Annual Salary: £27, 583
Full Time Annual Leave Allowance: 25 days per annum (rising to 27 days after two years' service and 30 days after five years' service), plus bank holidays
Pension Contributions: 6% (based on a 2% minimum employee contribution)
Additional Benefits: flexible working, Employee Assistance Programme, staff discount scheme (BenefitHub), salary sacrifice

JOB PURPOSE

- recruiting & onboarding volunteers to meet strategic targets
- engagement and retention of volunteers
- scheduling of volunteers and coordination of volunteers for their reading sessions each week
- managing stand-in volunteers

ABOUT THE ROLE

Our volunteers are at the heart of everything we do, and this role is key to ensuring they have an exceptional experience from the moment they apply. We are seeking two Volunteer Coordinators to lead the end-to-end volunteer journey, attracting, recruiting, onboarding and supporting volunteers who help transform children's lives through the joy of reading. This is a varied and rewarding role where no two days are the same. You'll build relationships with applicants, community partners and colleagues across the organisation, develop creative recruitment initiatives, coordinate training and events, and use volunteer feedback to continually improve our programme. If you're an organised, people-focused professional who enjoys building connections, creating positive experiences and making a meaningful difference, we'd love to hear from you.

What our Volunteers say:

"Doorstep Library has proved to be a satisfying and inspiring experience which I am looking forward to continuing in the years to come"

"My experience with Doorstep Library has been incredibly enriching and I'm so glad I got involved"

"My experience with DSL has been such a joyful one, the children's genuine excitement to read and to learn more about the world around them motivates me to keep showing up, week after week!"

"A rewarding, exciting and flexible opportunity to help children enjoy books online and meet other people with a common interest in reading"

APPLICATION NOTE

Closing date 1000pm July 20th. Apply with CV (2 pages maximum) and covering letter (one page maximum) to lucy@doorsteplib.org.uk. Please put **VC Application /4DW** in email subject field.

MAIN RESPONSIBILITIES & DUTIES

Recruiting & Onboarding

Take ownership of the end-to-end volunteer journey, creating a welcoming and efficient recruitment and onboarding experience that ensures volunteers are well-prepared, engaged, and ready to make a difference. You'll play a key role in achieving volunteer recruitment targets and supporting the successful delivery of our services.

- Manage volunteer applications from initial enquiry through to placement, ensuring a positive and efficient candidate experience.
- Liaise with applicants to arrange and conduct interviews in line with safer recruitment practices.
- Complete DBS checks and other pre-engagement screening in accordance with organisational policies.
- Request, monitor and process applicant references.
- Coordinate volunteer training to ensure new volunteers feel confident and supported.
- Coordinate volunteer deployment, ensuring volunteers are handed over to Project Leaders once they have successfully completed onboarding and are ready to start.
- Collaborate with the Service Delivery Manager to develop and deliver volunteer recruitment and retention plans that meet project needs.
- Promote volunteering opportunities by researching and engaging new audiences, attending community events, and building and maintaining strong relationships with local organisations and partners.
- Work with the Marketing & Communications Manager on creative and effective volunteer recruitment campaigns.
- Work with the Fundraising Team to identify and maximise opportunities for corporate volunteering.
- Maintain and regularly update information on external volunteer recruitment platforms used to promote our volunteering opportunities, to ensure it remains current, accurate and engaging.

Engagement & Retention

Help create an outstanding volunteer experience by fostering engagement, recognising contributions, and using feedback to continuously improve our volunteer programme.

- Plan and deliver volunteer social events that celebrate and strengthen our volunteer community.
- Develop volunteer feedback surveys and work with the Service Delivery Manager to analyse results, identifying opportunities to enhance volunteer experience and improve operational effectiveness.
- Ensure volunteers complete exit surveys and review emerging themes to inform service improvements.

- Coordinate DBS renewal checks for existing volunteers every three years, ensuring compliance with organisational policies and safer recruitment requirements.
- Ensure volunteers complete mandatory retraining in line with organisational policies.
- Maintain accurate, up-to-date volunteer and applicant records on our database ensuring compliance with GDPR and data protection requirements.

Volunteer Scheduling

Support the smooth delivery of our projects by ensuring volunteer availability is effectively managed.

- Manage volunteer absences and coordinate volunteer cover to maintain service continuity.

Managing Stand - in Volunteers

Support and develop our stand-in volunteer team, ensuring they are confident, engaged, and able to provide valuable cover across projects.

- Coordinate and support stand-in volunteers as they provide cover across projects where needed.
- Monitor attendance and participation to ensure stand-in volunteers meet their annual volunteering commitments.
- Conduct post-trial review calls following volunteers' three trial sessions, providing constructive feedback, answering questions, and addressing any concerns.

	PERSON SPECIFICATION
	Essential Criteria
1.	Experience managing recruitment and onboarding processes, ideally involving volunteers
2.	Experience delivering presentations and/or workshop events
3.	Strong organisational and administrative skills, with the ability to coordinate multiple recruitment, onboarding, training, and scheduling activities.
4.	Excellent interpersonal and communication skills, with the ability to build positive relationships with applicants, volunteers, colleagues, and external partners.
5.	Experience planning and delivering volunteer or employee engagement initiatives, including retention activities, events, and feedback processes.
6.	Ability to analyse feedback and data to identify opportunities for service and operational improvement and contribute to implementing effective solutions.
7.	Experience maintaining accurate databases and records, with a strong understanding of GDPR and data confidentiality requirements.
8.	Proven ability to build partnerships and promote opportunities, including engaging with community organisations, corporate partners, or external recruitment platforms.
9.	Strong problem-solving skills and the ability to respond flexibly to changing operational needs, including coordinating volunteer cover and managing scheduling challenges.
10.	Ability to work collaboratively within a team while managing competing priorities and meeting recruitment and service delivery targets.
	Desirable Criteria
1.	Knowledge of the volunteer life cycle process
1	Knowledge of safer recruitment practices, including conducting interviews, processing references, and managing DBS or other pre-engagement checks