COMMITTEE ROLE DESCRIPTION - VOLUNTEER COORDINATOR

ENGLAND HOCKEY

VOLUNTEER COORDINATOR

Role purpose

The Volunteer Coordinator supports the recruitment, induction, development, recognition and retention of Club volunteers.

Accountable to

The Committee.

Key responsibilities

The Volunteer Coordinator will:

- Identify current and future volunteering needs.
- Maintain clear role descriptions for volunteer positions.
- Promote volunteering opportunities.
- Support fair and inclusive recruitment.
- Coordinate volunteer induction.
- Ensure that volunteers understand relevant policies and codes of conduct.
- Work with the Welfare Officer on safer recruitment and DBS requirements.
- Ensure volunteer recruitment follows relevant England Hockey requirements.
- Maintain volunteer contact and training records.
- Identify training and development opportunities.
- Provide or coordinate ongoing support and supervision.
- Check that volunteers are not asked to undertake duties outside their competence.
- Promote volunteer wellbeing and appropriate workloads.
- Recognise and celebrate volunteer contributions.
- Support the resolution of volunteer concerns.
- Conduct exit conversations where appropriate.
- Coordinate handovers and succession planning.
- Provide volunteer updates and reports to the Committee.

Skills and attributes

The Volunteer Coordinator should demonstrate:

- Good interpersonal and communication skills.
- Organisation and reliability.
- The ability to motivate and support others.
- Awareness of safeguarding and safer recruitment.
- A commitment to equality and inclusion.
- The ability to match people to suitable roles.

Estimated time commitment

Approximately [insert number] hours per month.

Appointment, Term of Office and Review

Each role holder will be appointed or elected in accordance with the Club's governing document.

The normal term of office will be [insert term], subject to any limits set out in the governing document.

Role holders may be required to:

- Complete an application or nomination process.
- Declare conflicts of interest.
- Sign the Committee Code of Conduct.
- Complete relevant induction and training.
- Undertake a DBS check where the role is eligible and required.
- Complete registration or approval processes required by England Hockey.
- Participate in an annual role review.

Role descriptions should be reviewed:

- At least every [two/three] years.
- Following a change to the governing document.
- Where responsibilities significantly change.
- Following a serious incident or governance review.
- When required by England Hockey.

Handover Requirements

At the end of a term, each role holder should provide an appropriate handover, including:

- Current priorities and outstanding actions.
- Relevant records and documents.
- Account access and passwords using a secure process.
- Contact details for key stakeholders.
- Upcoming deadlines.
- Known risks or unresolved matters.
- England Hockey submissions, registrations or actions that remain outstanding.
- Equipment, keys or assets held on behalf of the Club.

No outgoing role holder should retain Club records, personal data, passwords or property after their authority has ended.