

## JOB DESCRIPTION

Job Title:	Volunteering Coordinator – International Buddying Scheme
Responsible to:	Guild Advice Manager
Responsible for:	Student Volunteers
Summary of Post:	To coordinate a peer to peer service that provides informal support and guidance to international students enabling them to engage in wider community activities. In collaboration with the Guild Advice Manager, the Coordinator will recruit and train a number of student volunteers to 'buddy' with international students enabling a rapid integration to University life, providing the opportunity to meet people from other countries, course retention and overall satisfaction. This will involve gathering extensive information on a wide range of social opportunities for students.

## DUTIES & RESPONSIBILITIES

1. To work with the Guild Advice Manager to increase the number of International Students accessing the service.
2. To run the day-to-day operations of the international buddying scheme and support the integration of the service as part of Guild Advice.
3. To research and understand the needs of international students when they first arrive, in order to effectively implement support mechanisms that increase integration.
4. To ensure that the buddying scheme provides excellent customer service to students and other stakeholders at all times.
5. To build and maintain excellent professional working relationships with University and Community stakeholders.
6. To organise, effectively market, and take responsibility for running training and events appropriate for the volunteers and students, ensuring that deadlines and outcomes are met.
7. To maintain all filing systems and to ensure all administrative tasks relating to the running of the service are carried out appropriately including the collation of evidence to demonstrate the value of the service.
8. To produce and publish content online, on social networking sites, and to e-newsletters.
9. To work with the Guild Advice Manager on collaborative projects with the Guild, University departments and external organisations, in order to enhance the service.

10. To work with the Guild Advice team to raise awareness and support the development of the service.
11. To undertake appropriate training and personal development as required for the role.
12. To adhere to all relevant Guild policy with particular reference to staffing, health and safety, environmental, and any Guild Policy where it may impact upon your role.
13. To participate as a member of Guild Advice and the wider Guild team.
14. To support the work of the Guild Advice team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
15. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
16. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

May 2016



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## Person Specification: Volunteering Coordinator International Buddying Scheme

	You should be able to demonstrate in your application	Essential	Desirable
	<b>QUALIFICATIONS</b>		
1	Good general education to A level standard, typically including Maths and English at least to GCSE C or equivalent	✓	
	<b>KNOWLEDGE AND EXPERIENCE</b>		
2	Relevant experience of coordinating a service	✓	
3	Knowledge of legislation and policy relating to volunteering	✓	
4	Experience of international travel as part of work/studies		✓
5	Experience of delivering training and managing volunteers	✓	
6	Experience of supporting young people/students	✓	
7	Experience of developing relationships with students and stakeholders to deliver objectives		✓
8	Experience of Project Evaluation		✓
9	Experience of working on projects within a given timeframe and budget	✓	
	<b>SKILLS AND ABILITIES</b>		
10	Ability to communicate effectively with students one-to-one and in groups	✓	
11	Ability to establish strong working relationships with a wide range of individuals both within and outside the Guild, to include the University, students, staff, clients and employers	✓	
12	Able to demonstrate a strong interest in volunteering and supporting young people	✓	
13	Ability to work using own initiative	✓	
14	Strong organisational skills, in order to be able to carry out a number of tasks in a busy environment	✓	
15	Computer literacy - standard office software including competent use of Excel spread sheets and keyboard skills. Familiarity with the internet. (Use of databases would be advantageous)	✓	
16	Familiarity with using social networking, including Facebook, Twitter and Linked-In	✓	
	<b>PERSONAL QUALITIES</b>		
17	Understanding of and a commitment to Equality of Opportunity	✓	
18	Excellent Interpersonal skills		
19	Team focussed approach	✓	
20	Self-motivated	✓	
21	Flexible	✓	
22	Committed to continuously improving service delivery	✓	
23	Customer focus	✓	
24	Persistent & able to persuade others to meet your deadlines	✓	
25	Attention to detail	✓	