



Application Pack

**Volunteer Development Officer
ACE - Action in Caerau and Ely**

Contents

Overview of the post	3
Introduction to ACE	4
Job Description and Personal Specification	6
Application Process	10

Overview of the post

Position: Volunteer Development Officer

Location: Our Place Dusty Forge

Pay: ACE Grade 3 (£28,676 pro rata)

Hours: 30hrs per week, occasional evening and weekend working will be required.

Contract: End date 31st March 2025, reviewed annually funding dependent

ACE has a genuine commitment and a passion to support volunteering across all of our projects and activities. ACE is proud to be an Investing in Volunteers achiever having been awarded the quality mark/standard in 2023 for the first time. Investing in Volunteers is the UK standard for all organisations involving volunteers. It shows that ACE values our volunteers and demonstrates our commitment to volunteering within the organisation.

ACE is looking for an individual who shares our passion and commitment to working with, fully supporting, and harnessing the skills and contributions of our volunteers. The role will work with existing volunteers, lead volunteers and ACE staff project leads to provide induction training, source training opportunities, advice, 1-1 supervision (for lead volunteers), and develop and promote our volunteering opportunities to the wider community.

It is expected that the post holder will require substantial experience in volunteer development and a sound understanding of community development and co-production principles.

The post would benefit from someone with broad experience in the voluntary sector. They will also need to have detailed knowledge of issues facing areas of deprivation and a track record of working effectively in communities.

**To apply for this role complete the application form provided alongside this job pack
Please note we are unable to accept CV's in lieu of an application form.**

Please submit your fully completed application to:

Email: recruitment@aceplace.org

If you have any queries please contact us on either the email above or:

Telephone no: 02920 003132

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

Deadline for submitting application: Midnight Sunday 17th December 2023

Shortlisting will take place on Tuesday 19th December, shortlisted candidates will be contacted and invited to interview by midday.

Interview date: Thursday 21st December 2023.

ACE: An Introduction

Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

Vision

In this context ACE seeks to meet the need for:

- A local organisation that can coordinate, harness and promote a positive vision for our community
- An organisation that can coordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

Ely and Caerau

Ely and Caerau (two ward areas in the west of Cardiff) together constitute the largest housing estate in Wales with a population of approximately 26,000. Built after the first and second world wars respectively, Ely and Caerau provided social housing and secure employment with local manufacturing companies. Between the early 70s and mid 90s all these employers closed or relocated their local functions. The legacy of this collapse of local employment is a community characterised by high unemployment and in-work poverty related to 'underemployment' in insecure, part time, low paid, city centre based service sector jobs. As a result, people in Ely and Caerau struggle with a range of problems related to poverty including:

- high levels of income-related benefits
- poor educational attainment

- poor health and life expectancy (4 years less than the Cardiff average)
- high levels of mental health problems

Ely and Caerau both feature in the top 10% of the Welsh Index of Multiple Deprivation.

Despite all this, Ely and Caerau exhibit many of the characteristics which might be called upon to contribute to community resilience, including: significant community spirit and pride, strong social networks, a rich heritage and history and a willingness to 'get involved' in local action.

ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.

Job Description and Personal Specification

POST: Volunteer Development Officer
PROGRAMME: Ourplace: Dusty Forge
RESPONSIBLE TO: ACE Director

HOURS: 30 hrs per week, occasional evening and weekend working will be required.

SALARY: ACE Grade 3 (£28,676 pro rata)

OVERALL PURPOSE OF JOB

To deliver ACE's commitment to invest in volunteering, helping to support, sustain and develop work with volunteers at the Dusty Forge, Caer Heritage and Learning Centre, Diana Garden and across the communities of Ely and Caerau. This role will support the coordination of existing and emerging volunteer roles in the organisation.

ROLE SPECIFIC TASKS

1. To work with project leads in the development of volunteering opportunities across ACE.
2. To provide induction and other training opportunities supporting volunteers across the organisation.
3. To provide support, guidance and training to lead volunteers to develop confidence, skills and growth through 1-1 supervision sessions.
4. To support project leads in their role, implementing the ACE Volunteer Leadership Guide.
5. To continue to work to meet the principles set out in the Investing in Volunteers standard and where possible improve upon our practice, with the aim of retaining our Award status in the future and providing best practice in volunteering.
6. To support the planning of activities and events that celebrate the contribution and difference ACE Volunteers make / bring to the organisation.
7. To coordinate the issuing of Time Credits to volunteers across all ACE projects, together with project leads.
8. To continually improve and administrate the ACE volunteer database, emergency contacts, emails etc.
9. To maintain and regularly update the ACE Volunteer Handbook.
10. To maintain and regularly update volunteer stories and the volunteering page on the ACE website.
11. To promote equality, diversity and inclusion, co-production and asset-based community development throughout volunteering.
12. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service and wider ACE work.

PROJECT SPECIFIC TASKS

Monitoring and Evaluation

1. To collect, collate and update monitoring and evaluation data related to volunteering, ensuring that all records and volunteer files are kept up to date and that all personal data is effectively protected and handled, and in line with ACE policy/procedure and GDPR legislation.
2. To provide updates and reports on progress against the above tasks as and when required.

Community and Service Provider Involvement

1. With the rest of the team be fully involved in attempts to ensure the fullest possible involvement of people and local service providers in influencing service development by less formal means such as time credits, events, focus groups, engaging with groups and individuals etc.
2. To support and fully contribute to, a good communication strategy for the organisation e.g. web sites, social media, use of events, publicity campaigns etc.
3. To assist in attempts to engage with communities and service providers across the City where it may help ACE achieve its outcomes.

Working across Team Roles

1. To help establish and maintain project plans for work being undertaken by ACE that is both role specific and general to the work of the whole team.
2. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
3. Help recruit and support volunteers involved in the work of ACE.
4. Help to embed the values of co-production into all aspects of the work of ACE.

Training

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate fully in supervision and appraisal processes.

GENERAL TASKS

1. To work within and promote all of ACE's policies and procedures.
2. To keep accurate records including statistical information where appropriate.
3. To provide written reports and information as requested.
4. To work at other locations as and when required.
5. To attend supervision, training and meetings as and when required.
6. To work flexible hours as appropriate to the needs of the post (including weekend and evening working)
7. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

Your application will be assessed on the following Person Specification. Please ensure you fully demonstrate how you meet the Spec in Section 4 of the ACE Application Form, which is provided alongside this job pack.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

- Educated to NVQ Level 4 or equivalent qualification and / or relevant experience of working in this area.
- Substantial experience of working with volunteers to develop exciting and need led work.
- Experience of volunteer management, including volunteer induction and on-going supervision.
- A track record of delivering community development, participation, and involvement activities and events (desirable).
- Experience of working within the communities of Ely and Caerau or similar disadvantaged communities.
- Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector.

KNOWLEDGE AND UNDERSTANDING

- Understanding of the additional barriers people may face due to socio-economic status, language, culture or personal circumstances and how such barriers can be overcome.
- A good understanding of key legislation relevant to volunteering, including safeguarding, health & safety, data protection and other relevant policies.
- An excellent understanding of Community Development principles (including asset based working and coproduction) and how to apply these in a volunteer/group environment.
- An excellent understanding of equalities and working to diverse needs.
- Understanding of confidentiality, data protection and volunteering governance.

SKILLS AND ABILITIES

- Ability to support, encourage and motivate people in their own personal development..
- Excellent group facilitation skills, with the ability to manage difficult situations, conflict and sensitive conversations.
- Excellent communication and interpersonal skills, with the ability to support people who are distressed or angry and communicate well with the public, colleagues, visitors and partners.
- Excellent partnership working skills that support the further development of ACE volunteering.
- Can complete reports and assessments.

ADDITIONAL JOB REQUIREMENTS

- Demonstrates resourcefulness, initiative and a positive Can Do attitude, is solution focused and can see the overlaps with other streams of work.
- Is adaptable and takes responsibility.
- Is organised, confident, reliable, honest, punctual and enthusiastic.
- A good team player who will support colleagues.
- Possesses good ICT skills.

Application Process

Deadline for submitting application: Midnight Sunday 17th December 2023

Shortlisting will take place on Tuesday 19th December, shortlisted candidates will be contacted and invited to interview by midday.

Interview date: Thursday 21st December 2023.

Application Forms:

For a job pack and application form please email recruitment@aceplace.org

Return completed applications to recruitment@aceplace.org

Or, please send a hard copy to:

ACE – Action in Caerau and Ely

Our Place: Dusty Forge

460 Cowbridge Road West

Ely

Cardiff

CF5 5BZ