



Fulham Good Neighbours

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Charity Number 1113752 Company Limited by Guarantee 05639340

Job Description

Job Title	Volunteer Coordinator
Contract	One Year initially contract with a view to permanent extension.
Hours:	9am - 5pm Monday to Friday 35 hours per week. Four days a week will be considered.
Annual Leave:	28 days plus Bank Holidays and option to buy/sell three days annually.
Additional benefits:	Eye vouchers, cycle to work scheme and 5% employer's contribution pension scheme.
Location:	Rosaline Hall, Fulham. With WFH potential available for up to 4/5 of working hours.
Salary:	£35,292 FTE
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Fulham Good Neighbours

The charity enriches the lives of older people and people with illnesses and disabilities, that live in Fulham. We address the needs of vulnerable people on low incomes via outreach, centre-based and online services. Fulham Good Neighbours is recipient of the Queen's Award for Voluntary Service, the MBE of the voluntary sector.

Services include community meals, home repair and decoration, gardening, telephone and in person befriending services, shopping and errands, appointment escort, advocacy and signposting. We host digital inclusion groups, exercise and cultural classes and events. In partnership with local agencies, FGN hosts information sessions on issues such as pension credits and fraud awareness. Fulham Good Neighbours has 1,300 registered beneficiaries of which 400 actively use our services annual. We work with up to 200 volunteers of which 50 are highly active.



About the post of Volunteer Co-ordinator

You'll recruit, induct and coordinate volunteers and support their recruitment for all charity projects. You will also lead our Good Neighbour Scheme and Befriending projects. The team is based at a busy community centre from where it offers a range of services to older and disabled people living in Fulham, London. Much of our work is delivered by volunteers, so this post is critical to our service delivery.

About you

You will have experience in supporting volunteers and have strong organisational and communication skills. You will be pro-active and diligent and able to solve problems as they arise. As a 'first point of call' for people getting in touch with FGN, you will have a welcoming, and compassionate demeanour. You'll be confident to represent FGN at our clubs and local events (partnership meetings, volunteer recruitment drives etc). You'll enjoy working with older and disabled people and be empathetic. As a small charity, it's essential that staff are happy to picking up tasks of other team members, if needed.

Job description:

1. To take overall responsibility for, and achieve project objectives for:
 - a) Good Neighbour Scheme
 - b) Befriending project
2. To proactively advertise and promote all volunteering roles within the organisation.
3. To recruit, induct and train new volunteers in a timely manner including running volunteer induction trainings outside office hours where necessary
4. To organise/share ongoing volunteer training opportunities and half-yearly social events.
5. To ensure that volunteer materials, policies, handbook, forms etc are kept up to date including on the website.
6. To organise own workload and to proactively discuss developments to the volunteer management structure with the CEO.
7. Liaise with potential and current beneficiaries and visit them in their homes.
8. Volunteers proactively so to ensure that all project objectives are achieved.
9. To ensure that volunteers are assigned timely and effectively to:
 - a) Tasks on the Good Neighbour Scheme
 - b) Beneficiaries on the Befriending project
10. To visit beneficiaries and make assessments for services

11. To record all work undertaken via our database on a regular basis and in a timely manner
12. To take part in supervisions and team meetings
13. To promote FGN, increase its visibility and build relationships with stakeholders including at the annual Parsons Green Fair.
14. To build operational links with agencies working with older people, e.g., social services, GPs
15. To develop strong relationships with colleagues for purposes of cross-referral, and so to source the most effective intervention(s) for each beneficiary
16. To be co-responsible for the security and daily management of FGN premises
17. To carry out any other tasks and duties as determined by the CEO.
18. To support other areas of operation within FGN as and when required.
19. To cover the entrance desk when required and have FGN calls transferred to mobile if required.

Person Specification:

Essential requirements:

20. Experience and ability to coordinate and motivate volunteers or staff.
21. Experience of volunteering with a charity.
22. A flexible and proactive approach to project delivery.
23. Confidence to developing partnership networks and referral pathways (e.g., with volunteer bureaux etc) including through presentations.
24. Empathy and experience of working with vulnerable people, and ability to assess their needs
25. At least two years' experience in an office environment.
26. Demonstrable passion for community work
27. Excellent communication skills, IT and Digital Literacy and willingness to develop further skills.
28. Ability to work independently, meet deadlines and achieve project objectives.

Desirable requirements:

29. One year experience of recruiting and coordinating volunteers.
30. One year experience of managing a befriending programme.
31. Experience of making home visit bene
32. Knowledge of the Fulham area.

The post is subject to:

- right to work in the UK check.
- satisfactory disclosure from the Disclosure and Barring Service.
- two satisfactory references.

Remuneration: The pay for this role will generally be remunerated to equivalent to National Joint Council for Local Government Services pay scales, with potential to increase up to four pay scales. You will receive 28 days of annual leave plus Bank Holidays, and option to buy/sell three days annually. Additional benefits, include eye vouchers and cycle to work scheme. The role is 5 days a week 9 – 5pm each week with the option to be 4 days a week. The role is based at our community centre in Fulham with the potential to be hybrid for up to four fifths of working hours.

To apply, please provide your CV, and a cover letter of no more than two sides of A4 (12 point) detailing how you meet the Person Specification requirements. Confirm in the letter that you have a right to work in the UK and that you have not been disbarred from working with Vulnerable Adults. Apply by email to florataylor@fulhamgoodneighbours.org. Deadline for applications: 9am Wednesday 17 September 2025. First online interviews held Monday 22 and Tuesday 23 September; second in-person interviews held week commencing Monday 29 September.

For an informal discussion about the role, please contact Flora on florataylor@fulhamgoodneighbours.org

