

Volunteer Development Coordinator

About Nightline

Nightlines are confidential and anonymous listening services run by students, for students. They provide peer-to-peer support at night when other services are often closed. Nightline services cover over 100 universities and colleges across the UK thanks to the efforts of over 2,500 trained student volunteers.

The Nightline Association is the umbrella charity that provides support, guidance and quality assurance for Nightline services across the UK. The Association is run almost entirely by volunteers whose energy, skills and passion are the driving force for supporting and developing the Nightline movement.

About the Role

Role type:	Voluntary role, travel expenses reimbursed
Role level:	Volunteer Development Coordinator
Location:	Remote, open to applicants resident in the United Kingdom, Channel Islands or the Isle of Man
Accountable to:	Volunteer Development Team Lead

The purpose of your role is to support the development of Nightline Association volunteers throughout the volunteer journey.

The Volunteer Development Team is responsible for guiding the development of the Nightline Association volunteer journey by creating effective and meaningful processes, promoting skill building and personal growth, and helping create a supportive community that recognises the contribution of volunteers. You will work closely with your team, the Volunteer Development Team Lead, as well as the Heads of Department, to ensure that volunteering is a beneficial and meaningful experience across the organisation.

Your line manager will be the Volunteer Development Team Lead. The Volunteer Development team sits within the Central Services department, led by the Head of Central Services. The Central Services department contains centralised functions, services, and operations that are used by the entire charity.

Activities and Responsibilities

- Support on the Recruitment, Retention and Reflection Project
- Provide induction sessions for new volunteers to introduce them to the Nightline Association.
- Develop or source onboarding and general line management guidance for volunteer line managers, providing them with the skills necessary to create a great volunteer experience for all.
- Maintain a signposting database of external resources for volunteers.
- Identify opportunities for volunteer skill building and/or training.
- Lead in the development of volunteer recognition and reward practices, including day-to-day community building within the organisation.

Benefits

As a Nightline Association volunteer, you will have the opportunity to attend training in active listening, undertake further CPD through a training portal (coming in 2024), increase your professional network and develop skills to help you further your career.

Commitment

As a rough guide, we usually expect volunteers to commit to an average of 1-2 hours of volunteering per week. We always seek to promote a healthy balance with your other commitments, so volunteering can be flexible to suit your needs.

You are expected to attend online team meetings roughly once a month and to keep up to date with your emails and messages on Slack. The Nightline Association also has away days each year which you are encouraged to attend when you can.

How to apply

Instead of collecting CVs, we ask all candidates to [complete the application form](#) on our website and the anonymous [equal opportunities monitoring form](#). In your application, we ask that you reflect on how you meet the person specification for the role and why you want to volunteer with the Nightline Association. Anonymised applications will be shortlisted by a panel based on how well each applicant fits the person specification. We will contact you no more than 10 working days after the closing date to inform you whether you have been shortlisted for an interview.

Interviews are conducted over Google Meet (video call optional), usually in the evenings as the majority of our volunteers study/work in the daytime. Shortlisted candidates will be sent joining information and interview questions at least 30 minutes before the scheduled interview time.

For any queries about the recruitment process or requests for reasonable adjustments to support your application, please contact applications@nightline.ac.uk.

Person Specification

	Essential	Desirable
Experience		<ul style="list-style-type: none"> • Community building • Volunteer management or leadership
Competencies	<ul style="list-style-type: none"> • Excellent communication skills • Ability to work well in a team • Personable and approachable 	<ul style="list-style-type: none"> • Familiarity with Google Workspace
Knowledge	<ul style="list-style-type: none"> • Understanding of and commitment to the Association's values and to supporting and developing the Nightline community 	<ul style="list-style-type: none"> • Understanding the volunteer journey and how to make it a beneficial experience