

Volunteer Centre Manchester (VCM) Volunteer; *Ambassador* Role Description



Volunteer Centre Manchester provides information, support and training to Manchester residents who want to volunteer.

We recognise that volunteering should be a meaningful experience and that it will impact an individual in a number of ways – including and not limited to:

- Giving back; *to an organisation that has impacted on a person's life, either directly or indirectly*
- Enhancing or sharing skills
- Meeting new people
- Personal and professional development
- An opportunity to help others or the environment
- Feel valued and part of a team
- Building confidence
- Engaging in a positive activity

We also support Manchester based organisations who want to recruit volunteers, need help and advice to develop new roles, introduce/update policies and procedures or have a training need.

VCM Volunteer; *Ambassador*

Purpose of the role:

To support Volunteer Centre Manchester; *in providing information, support and training to Manchester residents who want to volunteer (City Centre office-based and externally).*

Tasks:

- **Events and Promotion;** *gathering resources for and running stalls and providing information about Volunteer Centre Manchester at events, fairs and open days*
- **Administration;** *data entry, following up enquiries from events, fairs and open days*

- **Information and Interviews;** *signposting and offering insight into volunteering opportunities for people visiting Volunteer Centre Manchester and for people with additional support needs*

This opportunity also gives volunteers a degree of flexibility to shape their own duties and input. This could include; developing marketing materials, managing social media campaigns and platforms and delivering training/information sessions to volunteers and volunteer-involving organisations.

Skills and Qualities:

- Good communication skills (written and verbal) and self-confidence; *with members of the public, staff and volunteers, a clear and polite manner - in person, by phone and e-mail.*
- Good organisational skills
- Flexibility; *to be able to attend events, fairs and open days at short notice*
- Good Knowledge of Manchester (desirable); *geography and transport*
- Ability to work as part of a team; *with Volunteer Centre Manchester and Macc Volunteers and Staff*
- Ability to work independently; *at events, fairs and open days and in an office setting (on occasion). Support and training will however be provided as necessary.*
- Ability to recognise and understand confidentiality, boundaries and limitations; *of people from a range of diverse backgrounds*
- Understanding of equal opportunities and experience (*not essential*); *applying this to all aspects of work*
- IT skills (*not essential*); *sending and receiving e-mail, printing and navigating Volunteer Centre Manchester documents and resources, word processing, accessing and using the internet and social media*

When:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	✓	✓	✓	✓	✓	✓	✓
Afternoon	✓	✓	✓	✓	✓	✓	✓
Evening	✓	✓	✓	✓	✓	✓	✓

As this opportunity requires flexibility in attending events, fairs and open days, volunteers could be asked to support for anything up to **8 hours at any day during the week.**

Where:

Volunteer Centre Manchester
c/o Macc
3rd Floor, Swan Buildings
20 Swan Street
Manchester
M4 5JW

Duration: Ongoing

What's in it for you?

- Full induction
- Out of pocket travel expenses will be reimbursed on producing a valid ticket/receipt (food expenses can also be provided; *dependent on hours worked per day*).
- Training and Development; *First Aid, Risk Assessment, Volunteers and the Law, Managing Volunteers and others*
- Ongoing support with your volunteering; *From Macc and Volunteer Centre Manchester staff*