



JOB DESCRIPTION

Job Title: Volunteer & Database Coordinator

Location: Daniel's Den Office, 956 Harrow Road, Sudbury, Middlesex, HA0 2QA

Responsible to: Chief Executive Officer

Daniel's Den

Daniel's Den was launched in November 1996 as a locally based Parent and Toddler group in the London Borough of Brent, in Northwest London.

Joanna Gordon worked in Brent as a primary school teacher, and after having her first child, was acutely aware of the lack of local and locally run facilities to meet the needs of new parents. Joanna founded Daniel's Den in 1996 to address this need and remains at the helm as CEO. Daniel's Den has grown into a well-respected and vital resource in local communities in Brent and beyond; providing a welcoming, safe, and nurturing environment for pre-school children, parents and carers. Daniel's Den has a small staff team, but the delivery of its core services continues to be provided by a team of committed volunteers.

Purpose and Objectives:

This is a newly merged role. As Volunteer Coordinator you will support the recruitment, train and support the Daniel's Den team of volunteers. To support Daniel's Den to achieve its objectives by identifying volunteer opportunities both within the service delivery and administration sections within Daniel's Den. To work with the team (staff and volunteers) to effectively deliver Daniel's Den services both in-person and online. As Database Coordinator you will manage the organisational database (Beacon) and ensure organisational-wide compliance with GDPR.

1. Recruitment & Retention of Volunteers

- 1.1 Work closely with colleagues to proactively identify where volunteering opportunities may be created to support the growth and reach of Daniel's Den.
 - 1.2 Support the management team, to develop and implement a plan to grow the number of volunteers with Daniel's Den.
 - 1.3 Develop relationships with key stakeholders to promote Daniel's Den as a place to volunteer.

2. Volunteers for Service Delivery

- 2.1 Provide day-to-day support and management for the team of volunteers ensuring that sessions are appropriately staffed, comply with health & safety requirements.
 - 2.2 Liaise with staff and volunteers to meet identified needs and gaps in provision.
 - 2.3 Assist with the collection and input of data to monitor targets and outcomes of activities and provide comprehensive reports from volunteer-led activities.
 - 2.4 Attend internal meetings within Daniel's Den and from time-to-time attend the Board of Trustees meetings to representing volunteers.

3. Volunteer Management

- 3.1 Contribute to the development and maintenance of appropriate policies with reference to volunteers and volunteering.
- 3.2 Devise and maintain appropriate recording and reporting systems for volunteering matters, including training and development.
- 3.3 Liaise with the Management team, to ensure that all volunteers have a current DBS check in place.
- 3.4 Act as a first point of contact for all volunteer matters escalating these as necessary within the organisation.
- 3.5 Provide any necessary support to volunteers in submitting and requesting reimbursement of expenses in accordance with Daniel's Den guidance and policies.

4. Database Management

- 4.1 Set up, train and monitor new users
- 4.2 Ensure the database is up-to-date with data provided from both paper and web sources
- 4.3 Ensure compatibility between the website and the database
- 4.4 Extract data from the database and transfer to templates
- 4.5 Collate analytics from Social Media platforms into an accessible format.
- 4.6 Transfer information recorded on accident and incidents report forms into the database in a timely manner and escalate any issues as appropriate
- 4.7 Prepare reports periodically to an agreed timetable and ad hoc when requested

5. Data Protection

- 5.1 Keep up-to-date with GDPR legislation and ensure compliance
- 5.2 Ensure required consents are provided and up-to-date in the database
- 5.3 Undertake a data audit to an agreed schedule
- 5.4 Report any data breaches timely to senior management

6. Website

- 6.1 Design new forms and amend existing forms and upload these to the website as required
- 6.2 Ensure that the website is updated in relation to any amended forms

7. OneDrive

- 7.1 Set up and maintain the organisational annual year planner
- 7.2 Prepare and reconfigure folders as necessary for each new reporting year

8. General

- 8.1 Participate in any training and development activities to maintain own development or to enhance competence within job role.
- 8.2 Be an ambassador for Daniel's Den, promoting the vision, aims and objectives of charity with all external contacts.
- 8.3 Be an active member of the team supporting other colleagues, volunteers and trustees as required.
- 8.4 Undertake other duties commensurate with the post, as agreed by the line manager, and to take on responsibility where necessary.
- 8.5 Comply with Daniel's Den's GDPR, safeguarding and confidentiality policies