

Volunteer Coordinator Job Description (Part-Time, 2 Days per Week)

Position: Volunteer Coordinator

Location: Exeter Scrapstore, Belmont Park, Exeter

Salary: 14 hours per week (£9,489 per year) at £13 per hour.

Schedule: (Thursdays and Fridays, TBC, occasional evenings). There is also an additional 4 hours available on Saturdays to run the shop paid at £12.21 per hour.

Reports to: Scrapstore Team Leader.

Exeter Scrapstore is a charity and has been operating for over 25 years as the city's main provider for post-industrial and commercial waste for creative, educational and play purposes. It operates within a national network of Scrapstores and also the local third sector as a trusted resource with high environmental values. We operate a membership scheme for educational bodies, artists and families and also run a small shop for new art and craft materials. The store is open to the public on Thursday, Friday and Saturday each week, with stock sourced and rotated during shut hours. The building has recently undergone a number of renovations and is supported by offsite storage facilities. It is a well regarded community resource.

Exeter Scrapstore is funded through scrap and shop sales, membership fees, sponsorship and public funding including the National Lottery.

From July 2025, Exeter Scrapstore will be the sole tenant of its premises in the black army hut at the top of Belmont Park. This will provide much needed space for volunteer and community activities.

Through funding from the National Lottery, we have been available to create the new role of Volunteer Coordinator. This vital new role will enable us to increase our capacity as well as refresh our profile within the voluntary sector, our local communities which we support and our own sustainability.

Role Overview:

We are seeking a person with great organisational and social skills and a genuine interest in people to increase the Scrapstore's volunteer capacity and develop its potential as an even better community resource.

As the Volunteer Coordinator, you will be responsible for building the Scrapstore's pool of volunteers as well as organising and managing various volunteer activities including: sorting and organising materials, creating 'sorting socials', coordinating van drivers for picking up commercial scrap, providing occasional shop cover, and delivering excellent customer service. You will also play an essential role in promoting volunteer opportunities via social media and other means, and recruitment and training of new volunteers. This includes connecting with communities and people who might not have previous awareness or experience of the Scrapstore.

Key Responsibilities:

1. Volunteer Coordination & Engagement:

- o Develop and deliver an ongoing strategy to recruit, train and manage volunteers for - sorting materials and 'sorting socials', driving the van for scrap pickups, shop floor tidying and customer service shifts.
- o Liaise with local community groups and organisations to develop and promote volunteering activity which is beneficial for Exeter Scrapstore whilst sensitive to the needs and practices of these groups.
- o Schedule and communicate volunteer shifts, adjusting as needed based on availability and operational needs.
- o Ensure that volunteers are engaged, well-supported, and properly trained to perform their tasks.
- o Work in tandem with Team Lead to plan and ensure effective scheduling.
- o Support the Trustees to review and update Volunteering Policies and Procedures as required.

2. Materials Organisation & Sorting Events:

- o Organise 'sorting socials' whereby volunteers process donated materials twice monthly or as appropriate, and for twice yearly special sale events.
- o Ensure volunteers have all necessary materials, tools, and safety equipment for sorting activities.
- o Arranging stock on shop floor for sale.

3. Van Driver Coordination:

- o Coordinate volunteer van drivers and occasionally passengers, for pick-up of commercial scrap, donations and also to deliver materials to volunteers working at home.
- o Ensure van drivers are briefed on routes, collection procedures, moving and handling and related safety protocols.

4. Customer Service & Shop Cover:

- o Provide occasional shop cover - using the till assisting customers, answering queries, and maintaining a welcoming atmosphere.
- o Assist in creating a positive experience for both volunteers and customers.

5. Social Media & Volunteer Recruitment:

- Develop and deliver a strategy to use social media as the main tool to recruit and engage volunteers, providing regular updates and information on upcoming shifts or events.
- Support the wider Scrapstore team to deliver regular social media posts and help to shape the 'voice' of the charity in this area.
- Use booking software, eg Eventbrite for Sorting Socials and other volunteer recruitment.
- Monitor volunteer sign-ups and follow up with individuals as necessary.

6. Administrative Duties:

- Keep records of volunteer hours, attendance, and contributions.
- Assist in any reporting or tracking of volunteer progress and experience, including feedback from both volunteers and staff.

7. Occasional Evening and Saturday Work:

- Flexibility to work some evenings and Saturdays, as needed, for special events, socials, or to cover shifts.

Desired Skills and Experience:

- Previous experience in volunteer coordination, customer service, or event and team management.
- Strong organisational skills and the ability to manage multiple tasks simultaneously.
- Ability to communicate effectively with volunteers, staff, and customers.
- Experience in using social media campaigns effectively and booking platforms for engagement and recruitment.
- Ability to work independently and as part of a team in a dynamic, hands-on environment.
- Flexibility and adaptability to varying schedules, including some evening and weekend work.

Personal Attributes:

- Passionate about community engagement, volunteering and sustainability
- Creative and interested in the possibilities of scrap materials for educational, artistic and creative use
- Enthusiastic, approachable, and able to inspire others
- A positive and proactive attitude with problem-solving capabilities.

To Apply:

Please send your CV and a covering letter referring to the bullet points to explain why you would be a good fit for this role to info@exeterscrapstore.co.uk.

Deadline for applications: 21 July

Interview date: first week of August