

JOB DESCRIPTION/PERSON SPECIFICATION

Job title	Camper & Volunteer Recruitment Coordinator – based Scotland
Hours:	35 hours per week
Reports to	Head of Camper Recruitment & Head of Volunteering

Job purpose

Responsible for raising the profile of Over The Wall in the UK to recruit campers and volunteers from Scotland and the North East of England for all services. To develop and manage relationships with referrers, contacts, partners, families and individuals to identify and generate ongoing engagement and recruitment opportunities. Recruitment, selection and training of adult volunteers for the region, to support young people with health challenges and their families who access our services. To work operationally as part of our staff team and with our campers and volunteers at both our residential and virtual activity camps.

Duties and responsibilities

- Actively identify potential referrers or sources of recruitment and develop and nurture relationships, acting as the consistent point of contact, support and liaison.
- Undertake focused recruitment to support growth of partnership camps.
- Building and maintaining connections with communities in hard-to-reach areas, areas of high deprivation and ethnic minority communities.
- Advise and support families and build their trust in OTW through your camp experience and knowledge to encourage them to apply for our services and assist them with the application process as required.
- Contribute to OTW's strategic camper and volunteer recruitment plans and take responsibility for delivering outcomes and meeting agreed camper and volunteer recruitment targets in a timely and appropriate manner, producing progress reports as necessary.
- Identify and maximise opportunities throughout the UK to positively promote and showcase Over The Wall's services within a range of settings through face to face and virtual engagement, presentations and by other mediums.
- Identify and build strong, long-term relationships with organisations, universities, communities and other potential volunteer recruitment partners and stakeholders to increase volunteer applications.
- Building a network of connections, both at an individual and organisational level.
- Maintain an awareness of safeguarding policy and practice, to ensure the safety of service users.
- Assess and process volunteer applications, references, background checks and interviews in line with the principles of Safer Recruitment.
- Work with the Nursing and Wellbeing Teams to develop a recruitment plan for specialist roles.
- Maintain Over The Wall's recording and data systems to ensure these are accurate and up to date at all times.
- Regular and extensive travel is required within your designated region and across the UK for face to face meetings, clinical area visits / family liaison, volunteer fairs, facilitate volunteer recruitment selection events across the UK and attendance at events for both professionals and families to increase OTW profile. This will include some overnight stays.

- Attend meetings at OTW Office or other locations in the UK as required.
- Regularly attend OTW residential camps around the UK and virtual camps as part of the operational staff team, working with children and volunteers attending our camps. This would involve long working hours including day / evening and weekends and being away from home for up to 12 nights at a time.
- Manage conflict and volunteer issues including complaints, health, behaviour and safeguarding in the absence of the Head of Volunteer Recruitment.
- Hosting visitor sessions or other events at our residential camps.
- Determine and report on resource and collateral needs to support effective recruitment.
- Undertake any other duties as deemed appropriate by the Head of Camper Recruitment, Head of Volunteering and/or CEO that may be required in accordance with the overall purpose of the job.
- Abide by and comply with all OTW policies and procedures, especially relating to individual areas of responsibility.

Person specification/qualifications

Skills and Experience

Essential Criteria;

- Based within Scotland, and with established connections to diverse communities.
- Experience in developing contacts and building successful relationships with organisations and individuals.
- Excellent communicator; both verbally and in writing
- Excellent organisational skills, prioritising and workload management skills
- Experience of working with a diverse range of people
- Flexible with a creative approach
- Flexible in working across other geographical regions as required.
- Experience of working independently and effective time management
- Experience of delivering training to and working with adults in complex environments.
- Experience of working in a goal orientated environment
- Proficient use of email and Microsoft Office suite
- Excellent presentation and public speaking skills both in person and virtually
- Good customer service ethos
- Enthusiastic with a sense of fun
- Ability to work effectively from home.
- Ability to travel regularly throughout the region, stay away from home and attend residential camps throughout the UK.
- Ability to work extended working hours, days, evenings, and weekends to suit the business needs as required.
- Hold a current full driving licence and have use of a car.

Desirable

- Experience and / or training in the practice of Safer Recruitment and appropriate safeguarding.
- Experience of working in a residential camp environment.
- Experience of producing statistics and reports

Working conditions

Home based in Scotland with extensive travel in the region (Scotland and the Northeast of England) and UK. There will be a requirement of evening and weekend work, including extended working hours as the business needs dictate as well as overnight stays. There is also a requirement to work at our residential camps which means being away from home multiple times anywhere between 3 and 12 nights all around the UK, again with extended working hours.

Physical requirements

Over The Wall Camps are busy and active environments, which require extended periods of physical activity, and the lifting of heavy and bulky items, whilst maintaining high energy levels for prolonged periods. When required to attend Camp, there may be instances where assistance is needed to set up activities, support the volunteers and the camp programme.

Direct reports

None