



Hackney Playbus

Volunteer Programme Coordinator

Information Pack

Hackney Playbus

Hackney Playbus believes that all children under five living in East London should have the opportunity to grow, thrive, and reach their potential. Our mission is to provide play, learning, and support to socially excluded families in East London, to encourage children's early years development, and to strengthen families and communities.

WE DO THIS BY:

- Making play and learning opportunities accessible to children aged 0-4 years old - we bring play out into the community!
- Providing a welcoming and relaxed setting where families can come together in their local community
- Supporting parents and carers to feel confident in their knowledge and skills as a parent or carer
- Connecting families to support services
- Dedicating time and resources to outreach and community engagement

All our services are delivered in a way that is inclusive, friendly and welcoming. All services are free to attend.

Our Services

We run stay and play sessions from a bright and beautiful double-decker bus that has been converted into a mobile early years community play space for families. Our sessions take place both inside and outside the Playbus in different locations across Hackney, providing a rich play

and learning environment for children aged 0-4yrs old and a welcoming space for their parents and carers. We listen to the needs of parents and carers and help families to access support services where needed.

As well as our Playbus sessions, we bring our informal, welcoming approach to baby groups that we run in community settings.

We are looking for a Volunteer Programme Coordinator (Maternity Cover) to oversee the Volunteering Programme that supports us to deliver this lovely and important service for children and families.

Our Team and Our Approach

We value the positive impact of difference within our organisation and want our team to reflect the diverse cultures, ethnicities, languages and experiences of the families who participate in our activities. We particularly encourage applications from people from Global Majority backgrounds, those who speak a language spoken by local communities in Hackney, and those with lived experience of bringing up children in challenging circumstances.

We work collaboratively at Hackney Playbus, recognising that every team member has valuable life experiences, skills and interests to contribute to the project. We learn from one another and value each other's insights and opinions. We work collectively as far as possible to share decision-making as well as the workload, supporting each other to develop and grow within our roles.

Job Title:	Volunteer Programme Coordinator (Maternity Cover)
Responsible to:	Co-Director (Operations)
Salary:	£16.40/hr
Contract:	16hrs/wk, one year contract - ideal start date 13th January 2025
Place of work:	Based at offices in Hackney Wick, this role also involves working in community spaces across Hackney
Days of work:	Flexible within the core hours of Mon-Thurs, 9am to 3pm; occasional weekend and evening work required

Job Purpose:

To oversee the Hackney Playbus Volunteer Programme, including recruiting, inducting and supporting volunteers to create a positive volunteer experience

Values and Approach - The Hackney Playbus Ethos:

All Hackney Playbus employees and volunteers share the Hackney Playbus ethos and values by working positively as part of a team, delivering high quality services to children and families and by creating a culture where all are welcomed, valued and supported.

Principal Duties and Responsibilities:

Volunteer Recruitment:

- Lead the recruitment, induction, and training processes for new volunteers, ensuring a smooth introduction to Hackney Playbus
- Promote volunteer opportunities through social media, community events, and local organisations
- To keep our adverts with Hackney Volunteer Centre relevant and up to date and develop new advertising outlets as appropriate
- To attend local volunteer recruitment events
- To respond efficiently and in a friendly and welcoming manner to all applicants and recruit those with appropriate skills and references
- To develop recruitment pathways to support previous or current Playbus parents into volunteering with Hackney Playbus

Volunteer Programme Management:

- Develop, implement and maintain volunteer policies and procedures that reflect our values and operational needs
- Maintain a volunteer database to track engagement, skills, and interests
- To organise biannual events to celebrate, appreciate and thank Hackney Playbus volunteers
- Be up to date and responsible for admin related to the volunteer programme including volunteer reimbursements, communications and record keeping

Training and Development:

- Induct volunteers in line with existing guidelines, including arranging safeguarding training and DBS checks
- Ensure volunteers understand their role, policies and procedures of Hackney Playbus with particular emphasis on safeguarding, confidentiality and health and safety
- Design and deliver training programmes that equip volunteers with the skills needed to support our services effectively
- To agree an individual programme around personal goals and arrange and identify opportunities for professional development and personal growth for volunteers
- Provide ongoing support and supervision, recognising and valuing volunteers' contributions

- Ensure that volunteers have a link member of staff in each volunteer placement and feel supported in their volunteering
- To carry out exit interviews when volunteers leave

Programme Support:

- Collaborate with staff to integrate volunteers into various projects and activities, making the most of their skills
- Gather feedback from volunteers on their experiences to inform improvements
- Review current volunteering policies within Hackney Playbus and recommend any updates in the light of best practice, current legislation and feedback on experience to line manager

Outreach and Community Engagement:

- Actively seek new volunteer recruitment paths with particular attention to building recruitment pathways for parents with experience of bringing up children in challenging circumstances
- Build and maintain relationships with local partners and community groups to enhance volunteer recruitment and engagement
- Represent Hackney Playbus at outreach events and community meetings, highlighting our mission and the value of volunteering

Monitoring and Evaluation:

- Develop systems for evaluating volunteer contributions and satisfaction, using insights to guide programme development
- To keep personnel records for volunteers and case notes regarding individual progress against personal goals
- Report on volunteer activities and outcomes to the Co-Director and Board of Trustees, highlighting successes and areas for improvement
- To write reports as required, monitoring and evidencing work against overall project goals
- Work with staff to ensure volunteer feedback is integrated into service evaluation and planning

General Duties:

- To be friendly and welcoming to all volunteers and beneficiaries of Hackney Playbus, and work hard to make every Hackney Playbus experience a positive one for both volunteer and families
- Attend team meetings and contribute to strategic planning, ensuring our volunteer programme aligns with Hackney Playbus's strategic goals

- Engage in training and professional development as needed to enhance your skills in this role
- Participate in annual appraisals to reflect on performance and set objectives for the future
- To have a flexible approach to working hours and locations including occasional weekend or evening work in order to maximise the support provided to a range of volunteers and across Hackney Playbus projects
- To be willing to support Playbus sessions and outreach activities as necessary
- To actively participate in the wider life of Hackney Playbus

This role offers the opportunity to make a meaningful impact in the community while supporting a dedicated team of volunteers at Hackney Playbus. We look forward to hearing from you!!

Person Specification

Criteria	Essential (E) or Desirable (D)
Experience	
Relevant experience in volunteer management, community engagement, or a related field	D
Experience of working with families with children aged 0-4 years	D
Proven experience of organising and supporting a team or group of people, in a professional, voluntary or personal setting	E
Experience or training in safeguarding practices	D
Experience of planning, managing and delivery of successful projects in professional, voluntary or personal setting	E
Experience in developing and delivering training programmes for volunteers	D
Experience of report writing	D
Knowledge	

Understanding of the role and impact of volunteers in community services	E
Knowledge of best practices in volunteer recruitment, training, and retention	E
Awareness of local community needs and resources in Hackney	D
Understanding of equality, diversity, and inclusion principles	E
Skills, Abilities and Approach	
Excellent communication skills, both written and verbal	E
Ability to build and maintain positive relationships with volunteers, staff, and community member	E
Ability to work with diverse community groups and to engage volunteers from various backgrounds	E
Strong organisational skills with the ability to manage multiple tasks and priorities	E
Ability to maintain accurate and confidential records	E
Ability to motivate and inspire volunteers	E
Resourceful problem-solving skills, particularly in community settings	D
A commitment to equity, inclusion, and social justice	E
Ability to evaluate volunteer programs and implement improvements	E
Confident in using digital tools for communication and volunteer management	D
Ability to work collaboratively with all teams/individuals across Hackney Playbus to stay up to date with project and volunteer needs, whilst also being self motivated	E

Ability to be proactive and flexible to adapt to changing needs and circumstances within the organisation	E
Ability to listen, empathise and work within the Hackney Playbus culture and ethos	E