

Vacancy

Volunteer Coordinator

Part-time, freelance role



32 hours per month (approx. 1 day per week)



We are hiring a passionate and friendly community coordinator to attract, support, train and retain a large team of volunteers.

About DIY Space for London

DIY Space For London is a social centre located at Unit 1-2, 96-108 Ormside Street, just off Old Kent Road in South East London. We operate in a large converted warehouse building where we have built a 165-capacity performance room, low-cost creative facilities and a community meeting work and social room. We are a cooperative business with a non-hierarchical model based on mutual aid and cooperation. We run on a members' club model so that everyone has equal say in how the place is run, promoting the ideas of mutual aid (helping each other) and cooperation (working together.) Providing a welcoming space for everyone, especially those whose voices and contributions are not always amplified, is a top priority. > diyspaceforlondon.org

About the opportunity

As a volunteer-powered cooperative organisation, we recently undertook a review of our organising systems to overhaul how we work. This role is one of four new part-time freelance positions which have been created to support our volunteer collectives and two existing paid finance workers, and to ensure we are meeting our legal, ethical, safety and social responsibilities.

Role Details

Duration	32 hours per month (approx. 1 day per week)
Fee	£12.50 per hour + expenses as agreed (equivalent: £400 per month)
Contract Type	A 12 month contract with 3 month and 6 month review. This is a freelance, self-employed role, so contractor is responsible for their own taxes and national insurance.
Location	We are located off Old Kent Road, South London—Unit 1+2, 96-108 Ormside Street, London, SE15 1TF—with the majority of day-to-day tasks being location specific.

About the role

As Volunteer Coordinator, you'll be the primary point of contact for all new volunteer enquiries via the Volunteer email account. Your first task will be building a new, more structured system for 'staffing' all our events (which depend heavily on skilled volunteer labour) ensuring that the appropriate level of trained volunteers are booked, in close liaison with the Bar & Licensing and Events & Programming Coordinators and other collective members. The basics of this new system have been agreed upon, so your role will be to review, finesse and put this plan into action.

You will be responsible for ensuring new and existing volunteers gain the skills needed to undertake their preferred roles, and that they always feel supported, guided and welcomed. To do this, you will plan and run regular training sessions in collaboration with the Bar & Licensing and Events & Programming Coordinators to plug knowledge gaps and ensure all feel adequately prepared as well as valued and upskilled by their involvement in the space.

You'll help plan 'open days' to offer prospective volunteers a chance to see the space for themselves and talk to representatives from different areas, with the goal of bringing on board those who are interested and supporting them to become active volunteers.

Your long term goal will be improving volunteer retention and overall volunteer experience, taking and providing feedback, with the support of the [Accountability Working Group](#) when necessary, and providing feedback on the causes of volunteer burnout or wider issues relating to volunteer experience within the organisation and most appropriate ways to mitigate them. Your attendance of monthly general meetings will be to offer a direct ear to volunteer concerns and ensure that all feedback is swiftly enacted.

Person Specification

You will be a positive person with a strong sense of community who is happy working independently, building and reforming new and existing systems and very happy taking and giving constructive feedback. You will be committed to using your skills towards a broader social goal. We are looking for a motivated, reliable and well-organised person to jump right in to your area of work, helping to develop and implement new systems, tools and cultures.

Consulting closely with a range of volunteers, you will be happy working both independently and in collaboration with those in our other paid roles alongside the support of our Committee (our equivalent to a board) to enact positive change.

Essential Criteria

- ◆ Effective written and face-to-face communication skills
- ◆ Experience coordinating volunteers / a team and/or organising rota / staffing
- ◆ Experience of facilitating training and the onboarding of volunteers
- ◆ A proven ability to motivate, inspire and galvanise a wide range of people
- ◆ Excellent organisational skills and tenacity
- ◆ A welcoming, open and sympathetic ear
- ◆ The capacity to understand a wide range of opinions and concerns from a wide range of people to build a picture of issues (and possible solutions) within a volunteer-led environment (or staffed workplace)
- ◆ The ability to work autonomously as a singular point of contact, balancing this with additional delegated tasks from other areas of a wider team
- ◆ Proven ability to be self-led and self-motivated

Desirable Criteria

- ◆ Experience of organising open days, workshops or team-building exercises
- ◆ Volunteer management/coordination experience in an organisation
- ◆ Previous experience attending or volunteering at DIY Space for London
- ◆ Knowledge of the way DIY Space for London and/or other volunteer-run social centres work
- ◆ Active Membership of DIY Space for London
- ◆ Willingness to attend as a volunteer 'on the night' occasionally to support the development of volunteers in new roles

How we work

DIY Space for London Ltd is a volunteer-powered space with a flat non-hierarchical structure. A range of fluid collectives have traditionally undertaken the day-to-day operational work involved in the space, while the committee is responsible for the bigger picture. This structure is being reinforced under three main areas: DSFL Design, DSFL Events and DSFL Operations. These teams will communicate via Slack, and attend a monthly Team Meeting at which coordinators will be expected to attend and provide updates. Their primary role is to enact the decisions of the collectives, make any suitable devolved decisions and providing feedback on progress and new initiatives.

We acknowledge the tensions inherent in mixing volunteer and paid labour and are committed to ensuring that freelance workers feel supported in their tasks whilst supporting those continuing to work voluntarily, in a mutual way.

How to apply

We want to make it as easy as possible for you to apply for this freelance role, but whichever method you choose below, **we will shortlist based only on how you meet the criteria above**, so please be specific!

Please apply via one of the below methods to committee@diyspaceforlondon.org

- 1 Email us a statement of no more than 600 words** outlining how you meet each of the criteria of the role. (If you would like, you can also attach a CV/Resume, but this is optional).
- 2 Attach a CV/Resume to an email.**
- 3 Send us a video or audio recording no longer than 4 minutes** via a link (uploaded to Youtube, Vimeo, Soundcloud or other platform).

We especially encourage applications from people who are marginalised due to race, class, gender, sexuality, disability, neurodivergence, or any other aspect of who they are. DIY Space for London is a wheelchair accessible building and we will always do our best to prioritise and account for your access needs. Please email us with any questions or help you might need to apply, for whatever reason that may be, and we will do our best to meet them!

Timeline

APPLICATION

We will accept applications between 19th August and **6pm on 16th September 2019**.

INTERVIEW

1hr face-to-face interviews will take place at DIY Space for London on **23rd, 24th or 25th September 2019**. Your interview panel will comprise of a DIY Space for London committee member, a collective member and our freelance finance worker.

SELECTION

We will notify successful candidates on **27th September 2019**.

Any Questions?

Whatever your question may be, please email us at committee@diyspaceforlondon.org

