



**Volunteer Centre Sutton**  
Market House, 216-220 High Street  
Sutton  
Surrey SM1 1NU

**Telephone:** 020 8661 5900  
**Email:** hello@vcsutton.org.uk

**www.vcsutton.org.uk**

September 2022

Dear Applicant

**RE: Client Services Officer - Organisations**

Thank you for your interest in the above post. Please find within:

1. Guidance Notes
2. How to Apply
3. Job Description
4. Person Specification
5. Volunteer Centre Sutton Background Information

Please read the **Guidance Notes** carefully before submitting your application. There is no deadline for this role, we welcome applications as they come in, however will close the advertising once we have found a suitable applicant. The aim is to source someone suitable by the end of September 2022. Unfortunately, we are unable to respond to all applicants for feedback on applications.

I shall look forward to receiving your CV and a brief supporting statement, together with a covering letter confirming that you have also completed our online Equality & Diversity monitoring form.

Yours faithfully,

**Anita Maullin**

**Chief Executive**



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Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



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## 1. GUIDANCE NOTES

*Please read these guidance notes before submitting your application.*

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

### **Job Description**

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

### **Person Specification**

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.

### **Equality & Diversity Monitoring**

This form is used to assess whether our advertising is reaching all sections of the community. It plays no part in the recruitment process. The monitoring form is anonymous and is separated from your application on arrival at the Centre. We would be grateful if you could complete this form online and return it with your CV and supporting statement. You can find it [here](#).

You can read our Equality, Diversity & Inclusion Statement on our website [here](#).





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## 2. HOW TO APPLY

Your application should comprise:

- **A mandatory supporting statement of no more than 600 words.**

This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement and relate your skills, knowledge and experience to the Person Specification criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.

- **A full CV**

Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.

- **A covering letter including the details of two referees, one of which should be your current employer.**

As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.

**NB:**

- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
- Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

**Applications should be emailed to Anita Maullin at [anitamaullin@vcsutton.org.uk](mailto:anitamaullin@vcsutton.org.uk)**, Volunteer Centre Sutton, 216-220 High Street, Sutton SM11NU

**We request APPLICATIONS prior to midnight Sunday 2<sup>nd</sup> October 2022, however reserve the right to close the vacancy prior.**





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<b>Job Title</b>	<b>Client Services Officer - Organisations</b>	<b>Hours</b>	24 hours per week
<b>Salary</b>	£26,000 to £29,175* FTE (plus 3% pension) including Outer London Weighting.  *Please note this is salary if the role were full time. The actual weekly hours for this role would be 24 and hence salary would be pro rata accordingly.	<b>Location</b>	216-220 High Street, Sutton Surrey SM1 1NU with optional part home based working
<b>Reports to</b>	Community Support Services Manager		
<b>Main Purpose and Scope of the Job</b>	To develop relationships with key organisations, in the Sutton area, who manage volunteers as part of their business. The position will focus on supporting organisations in a range of ways. There will be a particular focus on delivering training and resources to promote best practice within volunteering. The successful candidate will also have a responsibility to help grow volunteering in the Sutton area.		
<b>Main Duties and responsibilities</b>	<b>The main duties of the post are to:</b>		
	<b>The main duties of the post are:</b>		
•	<b>Volunteer Development</b>		
	<ul style="list-style-type: none"> <li>■ Liaison with Community Support Services Manager to identify current organisational needs and engagement</li> <li>■ Identify and support the development of new volunteer roles</li> <li>■ To liaise with a range of local organisations and keep up to date on their requirements for volunteers and recruitment processes. To work with partners and other agencies to ensure the best service provision.</li> <li>■ Identify community volunteer initiatives including support with local initiatives, community engagement etc.</li> <li>■ To ensure that VCS is accessible and meets the needs of all sections of the community.</li> <li>■ To contribute to and participate in the delivery of the marketing and communications strategy and annual marketing plan for the Volunteer Centre.</li> </ul>		
•	<b>Training - Best Practice in Volunteering</b>		
	<ul style="list-style-type: none"> <li>■ Ensure that best practice in volunteer management is embedded throughout Volunteer Centre Sutton, all our projects.</li> </ul>		





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	<ul style="list-style-type: none"> <li>■ Promote key principles of Best Practice Volunteering to all organisations, small groups and networks across the borough of Sutton.</li> <li>■ Deliver Forums and training, including face to face and online, that build the capacity/knowledge of VIO's in relation to volunteer management</li> <li>■ Create resources to ensure volunteering is readily available for organisations, large and small and organisations are kept up to date with the latest changes</li> <li>■ Support the expansion of under-represented volunteers within organisations, including those with additional needs and the BAME community</li> <li>■ Keep up to date with national and London wide initiatives, to share or engage with across Sutton and the South West.</li> </ul>
•	<p><b>Community Support Volunteer Resources</b></p> <ul style="list-style-type: none"> <li>■ From the review of needs, create a VCS branded resource pack for organisations to maximise volunteer recruitment and delivery.</li> <li>■ Support organisations to overcome challenges such as providing risk assessment and tools for identifying and supporting flexible volunteer roles etc</li> <li>■ Identify guidance and tools to support specified groups to improve diversity, i.e. BAME groups, young people</li> <li>■ Working with the Community Support Services Manager, help to develop and promote the volunteering network to share learnings and new tools.</li> </ul>
	<p><b>Media and Marketing</b></p> <ul style="list-style-type: none"> <li>■ Identify and develop Social Media Communications, ensuring consistency in approach and voice to promote volunteering opportunities.</li> <li>■ Analyse data/content of digital communication to inform future practice and measure performance</li> <li>■ Develop and Support key Volunteer Centre Sutton Events including Volunteers week, Volunteers Week, Fairs as required.</li> <li>■ Identify and develop internal branding and publicity materials in line with our Marketing strategy and key Marketing Officer</li> </ul>
•	<p><b>Volunteer Administration</b></p> <ul style="list-style-type: none"> <li>■ To undertake research to identify suitable volunteering roles for potential volunteers and assist in seeking new opportunities and identifying gaps.</li> <li>■ Ensure all internal volunteers are registered and followed up with.</li> <li>■ Collect monitoring data to inform performance data and future development.</li> <li>■ Work in partnership with the staff team to manage the coordination of volunteers and VIO's onto VCS' databases.</li> </ul>
<p><b>Other duties of the post are:</b></p>	



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•	<p><b>Vision and Mission.</b></p> <ul style="list-style-type: none"> <li>■ Embrace the spirit of Volunteer Centre Sutton’s Vision and Mission</li> <li>■ Deliver against the outputs and outcomes of Volunteer Centre Sutton Strategic plan and delivery plan.</li> <li>■ Be responsible for the development and constant updating of your own personal work plan, linked to Volunteer Centre Sutton’s delivery plan, in agreement with your line manager</li> </ul>
•	<p><b>Administration, Monitoring and Evaluation.</b></p> <ul style="list-style-type: none"> <li>■ Be responsible for the timeliness of updating all administration and all records relating to your role.</li> <li>■ Ensure the accurate recording of all activity undertaken.</li> <li>■ Collect, collate and interpret relevant statistical information and qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service.</li> </ul>
•	<p><b>Staff Training &amp; Meetings.</b></p> <ul style="list-style-type: none"> <li>■ Attend appropriate training and staff meetings as required.</li> <li>■ To be personally responsible for all personal professional development</li> </ul>
•	<p><b>Supervision &amp; Appraisal.</b></p> <ul style="list-style-type: none"> <li>■ Keep the Line Manager updated on all aspects of the job description through supervision and appraisal.</li> <li>■ Positively engage in all supervision and appraisal meetings for the benefit of all Volunteer Centre Sutton’s activities and events.</li> </ul>
•	<p><b>Teamwork.</b></p> <ul style="list-style-type: none"> <li>■ Work as part of the Volunteer Centre Sutton’s team, positively contributing to Volunteer Centre Sutton life.</li> </ul>
•	<p><b>Equality &amp; Diversity.</b></p> <ul style="list-style-type: none"> <li>■ Work within Volunteer Centre Sutton’s Equality &amp; Diversity Policy at all times, promoting anti-discriminatory practice across the whole organisation.</li> </ul>
•	<p><b>Other Duties.</b></p> <ul style="list-style-type: none"> <li>■ Undertake other such duties within the competence of the post holder which may be reasonably required from time to time.</li> </ul>

*Please Note: Duties outlined in this Job Description may be reviewed and amended from time to time in consultation with post holder*

**Person Specification**



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Criteria	Essential	Desirable
Experience	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases	
	Experience managing or working directly with volunteers	Knowledge of creating virtual and short term roles for volunteers
	Previous experience of Facilitating and developing training modules	Train the Trainer qualifications
	Knowledge of or experience with creating online training modules and tools	Experience of creating online webinars
	Knowledge and experience of Best Practice Volunteering in the voluntary sector	Keen to support the development of new services across community and organisations
	Experience of developing and creating resources, tools and information packs	
	Experience of utilising social media and marketing to promote services	
	A confident networker with confidence in public speaking in small /large group settings	
Skills and Personal Attributes	Have a positive and enabling attitude towards the redesigning of new services	
	Strong organisational, co-ordination skills with experience with data and IT systems	Expertise in data management skills and a high attention to detail, required to collate and analyse
	Full, clean driving license and access to a vehicle	
	Good team player	
	Knowledge and understanding of boundaries of strict confidentiality	
Other job related requirements	Ability to work flexibly and potentially out of hours	

## 5. VOLUNTEER CENTRE SUTTON BACKGROUND INFORMATION



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Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 216-220 High Street, Sutton, Surrey SM1 1NU. Phone: 020 8661 5900. Email: [vcsutton@vcsutton.org.uk](mailto:vcsutton@vcsutton.org.uk)

### Legal Status

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity No. 1048978 and Company Limited by Guarantee No. 3088644 in 1995. In 2019 Volunteer Centre Sutton became a **Charitable Incorporated Organisation (CIO)**.

### Volunteer Centre Activities

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 1500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

1) **Brokerage** – We offer a signposting and matching service for volunteers and Voluntary Community Organisations (VCOs) with information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.

2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's with tools and guidance, national updates to achieve 'Investing in Volunteers' and ensure practices in relation to volunteering are completed within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.

3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them, including volunteer recruitment targets. We help develop person specifications, role descriptions, supervision structures and full cost recovery models associated with managing and coordinating volunteers.





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**4) Policy Response and Campaigning** - We are the voice of volunteers locally; we respond to issues that are affecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

**5) Strategic Development of Volunteering** - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

#### **6) Volunteer led programmes we deliver-**

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Sutton Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender. Recent expansion has enabled us to offer group activities to provide support and reduce loneliness and isolation.
- **Other programmes such as those delivered supporting with youth participation, community spaces ecological groups and integration for newly arrived communities such as Integrating Sutton. Take a look at our website for further details.**

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO). We also hold specific quality frame marks consistent to our delivery programmes such as Project Oracle and Children's Advocacy quality framework.

#### **Partners and Networks**

VCS networks with a wide range of voluntary, statutory, and private sector organisations to develop



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partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Community Action Sutton, Young Sutton and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Senior Operational group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and London Plus, part of the GLA (Greater London Authority).



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