



Everything you need to attract, manage and retain volunteers

Our Volunteer Management Toolkit is free and available to any group or organisation working with volunteers.

You can find it at vcsutton.org.uk/organisations/volunteer-management-resources

Volunteer Management Toolkit: Recruitment and Selection

Volunteer Role Description Guidance

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To create a culture where volunteers clearly understand their role within your organisation, you need to explain what you want volunteers to achieve, and the skill set required. By explaining the purpose of the role, how it supports the local community, and the associated tasks, it will make it easier for volunteers to decide whether the role is right for them. How you make the roles appealing and of interest to different types of people will affect who and how you recruit. Take a look at our top tips for what to include in a volunteer role description:

Organisation	Name of your organisation and department
Role Title	Name of volunteering role. Try and make it engaging and relevant to the role. (E.g. Covid-19: Shopping Support Volunteer)
Location	Describe where the volunteer will be based <ul style="list-style-type: none"> Will the volunteer be based at your main office, an off-site location or door-to-door in the community?
Time commitment	Confirm the dates/times the volunteer will be needed <ul style="list-style-type: none"> Is the role ongoing or short term? Will the role take place at the same time each week? How many hours per week or month will the volunteer need to commit to?
Why you are needed	Include a short summary to define the purpose of the role and explain how it contributes to your mission. <ul style="list-style-type: none"> Why is the is volunteer role important to the organisation? What impact will the volunteer role have on the local community? Who is the organisation supporting? How will the role benefit the volunteer?
What you will be doing	Outline the associated tasks and what you are looking for a volunteer to do. <ul style="list-style-type: none"> Will the volunteer work on their own, or as part of a team, or assist someone else? Will tasks be subject to change due to the nature of the current COVID-19 situation? If applicable, reference key points in the code of conduct.
Skills, experience and attributes required	Provide an overview of the minimum level of skill, experience and attitude required to start this role. <ul style="list-style-type: none"> Include both "hard" skills, such as administration, and "soft" skills, such as communication.
What is in it for you	Outline the skills or opportunities that the volunteers will gain from this particular role.

DBS requirements	Will a DBS check be required? Delete as appropriate
Driving license requirements	Will the volunteer require a driving license and access to their own vehicle? Delete as appropriate
Volunteer Expenses	Will out-of-pocket expenses be covered?
Induction and training process	Provide an overview of the training and support that the volunteer will receive and what they will need to commit to: <ul style="list-style-type: none"> • Induction and training process (E.g. Safeguarding, Data Protection, Health & Safety, Covid-19 guidelines).
Support available	Provide guidance the support and supervision that will be provided. <ul style="list-style-type: none"> • Will you meet with the volunteer monthly? • Will the volunteer need to attend quarterly reviews? • Will the meetings take place in-person or online?
What to do if you are interested	How can the volunteer apply for the role and what will happen after the application is submitted? <ul style="list-style-type: none"> • Who can the volunteer get in touch with if they still have questions? • Make sure that you include any relevant links
Additional Information	Include any further information that might be relevant to the role

We hope that you have found this helpful. If you would like any further information on the guidance provided or would like to make a suggestion on a resource that could be added to our Volunteer Management Toolkit, we would love to hear from you.

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