



**Job Title:** Development Officer  
**Reporting to:** Centre Manager  
**Hours:** 21 hours per week (part-time)  
**Location:** Unit 4, Whitefriars, Aungier Street, Dublin 2  
**Salary:** €28,000 - €31,000 per annum, pro rata  
**Fixed purpose contract:** Carer's Leave Cover; subject to funding

## ***DUBLIN CITY VOLUNTEER CENTRE – Volunteer Centre for Our City***

### **About Dublin City Volunteer Centre (DCVC)**

DCVC was formed in 2014 from a merger between Dublin City North and Dublin City South Volunteer Centres. We are the primary resource for both volunteers and volunteer-involving organisations in Dublin city. We believe in the ethos of volunteering and that it is an important expression of civic engagement. Our mission is to promote the value of volunteering and increase the range and quality of volunteering in Dublin city.

### **Overview of Role:**

This is a varied and dynamic role for someone who has excellent interpersonal skills; is a strategic thinker and has the ability to creatively deliver effective solutions. The role will involve supporting Volunteer-Involving Organisations (VIOs) in implementing best practice in volunteer management, primarily through developing and delivering trainings, workshops and events; managing a successful Volunteer Programme at the Centre; developing new areas of volunteer engagement in line with the strategic plan; and executing events and campaigns.

### **Key areas of work:**

#### *Training/Capacity Building*

- Take a lead role in the planning, promotion and delivery of activities for VIOs such as capacity-building workshops, peer forums, networking events, seminars, training etc.
- Take a lead role in promoting, organising and delivering the national four-module Volunteer Leadership Training in the Dublin City area.
- Where required, develop bespoke training materials and resources for VIOs.
- Identify potential training needs for VIOs in the Dublin city catchment area.
- Advertise training events on the website, social media and other fora; manage queries, bookings and logistics.

#### *Best Practice in Volunteer Management – external*

- Where required, support VIOs within the catchment area to implement best practice in volunteer management. Tailor this support to reflect individual VIO resources and capacities.
- Develop and disseminate volunteer management ezines for VIOs.

#### *Volunteer Coordination - Internal*

- Successfully recruit, train, support and manage volunteers within the Centre.
- Identify potential opportunities for DCVC to involve volunteers who are traditionally harder to place.

- In conjunction with the manager, develop potential new roles/areas of service, which relate to the strategic plan.
- Develop relationships with and keep the DCVC 'alumni' up-to-date on relevant Centre' news.
- Bring items relating to the volunteer programme to bi-weekly team meetings; provide updates for board meetings, where relevant.
- Manage the budget/resources for the volunteer programme.
- Update the website and social media channels as appropriate; disseminate regular communications to DCVC's volunteers.
- Update volunteer policies and procedures where relevant.
- Measure the impact of the DCVC Volunteer Programme and the Social Return on Investment; share these learnings with the wider sector via blogs and face-to-face fora.

### *Campaigns and Events*

- Co-facilitate the monthly Experience Counts Coffee Mornings (adults 50+ interested in volunteering).
- Where required, organise external DCVC events, such as International Volunteer Day in December (Volunteer-Involving Organisations attend with their volunteers), Volunteer Recruitment Fairs and the Dublin Volunteer Management Seminar.

### *General*

- Where required, help prepare funding applications and proposals, particularly in the area of social inclusion initiatives.
- Support the Centre Manager with the re-development of DCVC's website; and where required, help prepare a review and analysis of web-content and user-interaction and help develop a new structure for the website.
- Participate in Volunteer Ireland's Placement Officers Forum (POF); participate in VI/VC network working groups where appropriate.
- Where required, play a support role in the successful delivery of other Centre events and initiatives.
- Support the manager/board in the continuous quality improvement of the Centre and the Quality Standards Framework.
- Actively participate in peer learning and development within the Centre.
- Formulate reports/communications, as requested, for the purposes of Board Reports, Press Releases, Funding Proposals, Progress Reports and Communications with Stakeholders including volunteers.
- Represent the Centre in community events and meetings relevant to the Volunteer Sector.
- Other general duties as they relate to the post.

### **Person Specification:**

#### **Essential Criteria**

- Training or Facilitation Qualification of FETAC Level 6 or equivalent
- Minimum of two years' experience in a professional volunteer engagement/development/management setting (this can be at a paid or voluntary capacity).
- Excellent communication skills, both written and verbal.
- Proven ability in strategic thinking and planning. Self-starter with a 'can-do' attitude.

- Personal experience of volunteering, with the ability to translate this experience into practical solutions.
- Ability to advise, inform, motivate and support to get the best out of people; excellent customer service skills.
- Excellent organisational and administrative skills with a high attention to detail.
- Excellent IT competencies in CRM systems and Microsoft Office suite.
- Experience with online communications tools and platforms. For example, Facebook, Twitter, WordPress, Vertical Response, GetFeedBack/SurveyMonkey, etc.
- Proven ability to run successful campaigns and organise events.
- Experience in designing and delivering training sessions.
- Experience of recruiting and managing volunteers.
- Self-awareness and willingness to learn from colleagues and volunteers.
- Accurate and methodological approach to work planning and implementation.
- Experience of the community and voluntary sector and the current opportunities and challenges it faces.
- A mind-set and values that support DCVC's mission and a commitment to the objectives of the post.
- Team player with ability to work as part of a small team and on own initiative.
- Willingness to take part in peer learning, continuous quality improvement and accept feedback.
- Flexible, with willingness to travel and work outside normal office hours, as is occasionally required.

#### **Desirable Criteria (non-essential)**

- Full clean driving license and access to a car

#### **Application Process:**

Applications by way of application form and cover letter should be sent in confidence by email to [Recruitment@volunteerdublincity.ie](mailto:Recruitment@volunteerdublincity.ie) Received applications will be acknowledged via email.

Closing Date for receipt of application forms and cover letters is 5.00 pm on Monday 11th of March 2019 (late applications or C.V.s will not be accepted). Interviews will take place on Tuesday 19th March. This post is part funded by Department of Rural and Community Development.

For further information visit [www.volunteerdublincity.ie](http://www.volunteerdublincity.ie) or contact Kasia via email or phone on 01 473 7482.

Dublin City Volunteer Centre is an equal opportunities employer.