

POSITION DESCRIPTION

Position Title:	Volunteer Engagement Assistant, Auckland
Reporting to:	Head of Supporter Engagement
Direct Reports:	Nil
Status:	12 hours, fixed-term, one year contract
Date:	TBC December 2017 - January 2019
Purpose:	<p>To manage and develop SAFE's engagement with SAFE volunteers in the Auckland region, to best address strategic goals of SAFE.</p> <p>To respond to communications from supporters in line with agreed procedures.</p> <p>To recruit, train, supervise and support volunteers to run stalls, events, collections and other appropriate activities in line with organisational and departmental strategic plans.</p>

KEY RESPONSIBILITIES

Key Responsibility Area	Tasks
Volunteer Co-ordination	<p>Recruiting, training, supervising and supporting volunteers</p> <p>Working with core groups of volunteers to organise and coordinate events and activities that further SAFE's objectives</p> <p>Organising and running regular volunteer meetings and events to up-skill volunteers and build healthy rapport</p>
Outreach involving volunteers	<ul style="list-style-type: none">▪ Responsible for organising and coordinating events and activities that promote SAFE's work locally in conjunction with core volunteers.▪ Organise stalls, demonstrations, publicity and campaign events in Auckland in conjunction with the National Volunteer Coordinator.▪ Ensure resources and campaign materials are available for Auckland events and actions.▪ Organise meetings and presentations locally.▪ Assist in the development and production of campaign resources such as banners, signage, display materials and props. <p>Measure</p> <ul style="list-style-type: none">▪ Campaign actions in conjunction with SAFE volunteers are conducted effectively and address the aims of SAFE.

Volunteer Recruitment and Coordination	<ul style="list-style-type: none"> ▪ Responsible for ensuring a welcoming and motivating environment that attracts new volunteers and potential members ▪ Responsible for the recruitment, assessment, retention and management of volunteers ▪ Organising and running regular volunteer meetings and events to up-skill volunteers and build healthy rapport ▪ Responsible for all volunteer communications including email, phone and text <p>Measure</p> <ul style="list-style-type: none"> ▪ Volunteers perform well and are recognised as such by the public and SAFE staff in general.
Administration	<ul style="list-style-type: none"> • Management of office equipment and consumables. Appropriate stock levels are maintained and relevant materials are distributed at events and stalls in line with agreed objectives. Resources and materials are stored in an orderly fashion and are available as needed. ▪ Organise, arrange and coordinate meetings and events. ▪ Sort and distribute incoming and outgoing post. ▪ Purchase, receive and store the office supplies ensuring that basic supplies are always available. ▪ Answer general phone inquiries using a professional and courteous manner and direct phone enquiries to the appropriate staff members. ▪ File all appropriate SAFE correspondence and information relating to position. ▪ Research / get quotes / liaise with assorted trades people. ▪ Provide general support to management and other staff in Auckland office.
Health and Safety Compliance	<p>Follow the organisations health and safety policies and practices.</p> <p>Ensure self and volunteers work in a safe manner following all legislative requirements, organisational policies and regulations.</p>
Other Duties	<p>Complete all other assignments as required by the Management Team not inconsistent with the role and the needs and ethics of the organisation.</p>

KEY PERFORMANCE INDICATORS

Performance objectives	Performance indicators
Recruit, train and support volunteers	Core groups of local volunteers are established and maintained to lead on a range of activities. Induction, training and information events are held regularly, and new volunteers are recruited, retained and supported. Appropriate stock levels are maintained and distributed at events and stalls, and resources stored and replenished as required.

Demonstrate knowledge and understanding of SAFE's Health and Safety Policy	<p>Takes reasonable care of themselves and others, cooperates with SAFE on health and safety matters, and ensures that their acts or omissions do not adversely affect others.</p> <p>Reports, as soon as possible, to their Manager any matter that may be, or may create, a health and safety issue or risk.</p> <p>Follows the requirements of risk assessments and any requirements or instructions aimed at managing the safety of themselves and others;</p> <p>Familiarises themselves with and adhere to emergency procedures</p> <p>Ensures any appropriate personal protective equipment and other items provided for their safety are worn or used as required.</p> <p>Cooperates with managers to investigate incidents.</p>
Perform other duties not specified in this job description but not inconsistent with the role and the needs and ethics of the organisation	Other duties are performed where necessary

DIMENSIONS

Number of Staff:	Direct: Nil
	Indirect: Nil
Decision-Making	<p>Make all decisions with regard to the execution of responsibilities as detailed in this job description and as approved by the Board, in consultation with the line manager and Senior Personnel.</p> <p>Financial: Expenditure outside approved budgets in excess of \$100 is to be approved by the Head of Supporter Engagement.</p>
Performance reviews	Every 6 months, intended as a constructive review of the tasks performed over the previous period of employment, as well as identifying goals for the coming period and reviewing changes in responsibility as tasks are transferred over time.

PRINCIPAL RELATIONSHIPS

Internal

Key points of contact:	Nature/purpose of the contact:
Head of Supporter Engagement	Liaison in terms IT and Volunteer Engagement.
Campaigns Director	Liaison in terms of Auckland Office administration.
Other SAFE Staff	Continuous liaison with all relevant staff in regards to role and task flows.

External

Key points of contact:	Nature/purpose of the contact:

Local Volunteers	Establishes and maintain relationships; provides information related to the vision and work of the organisation.

PERSON SPECIFICATION

	Qualification / Experience	Essential	Desirable
Skills and Experience	Robust computer literacy, including proficiency in Microsoft Office applications and CRM databases	√	
	Experience of working with Volunteers	√	
Personal qualities	Knowledge and genuine interest in animal welfare and rights.	√	
	Demonstrable commitment to the goals and objectives of SAFE; dedicated to a vegan lifestyle	√	
	Open to feedback and personal development	√	
	Is self-motivating, proactive and displays initiative	√	
	A full NZ drivers licence, with ability to drive manual	√	
	Well organised, able to establish timeframes, identify and remove barriers, monitor progress and address problems to achieve outcomes	√	
	Able to work flexible hours – including some weekends and evenings (time in lieu will apply subject to prior authorisation by Head of Supporter Engagement)	√	
	Excellent communicator, both verbal and written.	√	

COMPETENCIES

Animal Focus	Dedicated to addressing pertinent issues related to animal activism and welfare in New Zealand Acts with animals in mind
Supporter Focus	Is dedicated to meeting the expectation and requirements of SAFE supporters Establishes and maintains effective relationships gaining trust and respect
Communication	Is able to write and speak clearly and succinctly in a variety of communication settings and styles Can get messages across that have the desired effect
Motivating others	Creates a climate in which people want to do their best Can motivate many kinds of people Makes each individual feel his/her work is important Is someone people like working for and with
Time Management	Uses his/her time effectively and efficiently Values time Concentrates his/her efforts on the more important priorities Can attend to a broader range of activities
Contributing to the teams success	Willingly participates positively with people from other functional areas in working together towards a common goal.
Organising	Can marshal resources (people, funding, material, support) to get things done Can orchestrate multiple activities at once to accomplish a goal Uses resources effectively and efficiently Arranges information and files in a useful manner
Self-motivated	Co-ordinates ones own work and achieves solutions while working alone. Needs limited instructions or monitoring of day-to-day activities and delivers effective work.
Reliability	Maintains performance standards in routine circumstances, as well as in unexpected circumstances. Is consistently dependable in achievement, accuracy, performance, and results.