

EDINBURGH SCIENCE

Volunteer Coordinator Job Description

JOB IDENTIFICATION

Job title: Volunteer Co-ordinator – Careers Hive

Last Update: June 2025

JOB PURPOSE

The Volunteer Coordinator will successfully recruit a diverse team of STEM (Science, technology, engineering and maths) volunteers and manage them through a successful Careers Hive run. The role of the volunteers within Careers Hive is key to delivering Edinburgh Science's reimagining of a careers event for secondary school age pupils and their teachers.

KEY RESULT AREAS

- Recruit the required number of appropriate STEM volunteers for the event
- Organise, facilitate and support volunteers during induction and training events
- Coordinate and manage recruited volunteers over the length of the live event
- Administrate the recruitment and retention process of the volunteers required for the current and future events

MAIN TASKS

Recruitment:

- Coordinate volunteer recruitment to develop a diverse team of volunteers.
- Liaise with internal departments and with external organisations from which we are recruiting volunteers (supporters and established volunteer programmes) to understand how they work and develop partnerships.
- Promote volunteering through recruitment channels in line with publicity strategies and campaigns.
- Recruit volunteers ensuring they are appropriately matched and trained for a position during the event.
- Offer advice and information to volunteers and external organisations from which they come through face-to-face, telephone and email contact.

Co-ordination:

- Organise volunteer rotas for inductions, training and providing sufficient cover during the live event.

- Attend and participate in project meetings.
- Coordinate and carry out any required pre-engagement checks for all volunteers, in line with data protection.
- Accurately maintain all database records in line with data protection and as required assist in the reporting to external funding bodies to satisfy terms of contracts and audit requirements.
- Oversee volunteer facilities and any technical requirements, such as a training room, green room and changing space, ensuring they meet the needs of volunteers.
- Undertake any other administrative duties.

Training:

- Support volunteers to develop engagement skills across a range of needs and abilities, where appropriate.

Event Delivery:

- Manage a team of volunteers to support the coordination of the volunteer activity during the event.
- Provide support to the Volunteers as they deliver activities
- Ensure consistent and timely communication between volunteers, event staff, and Edinburgh Science teams, keeping all volunteers informed of any developments or changes throughout the event.
- Manage volunteer absences and ensure appropriate cover is arranged

COMMUNICATIONS AND RELATIONSHIPS

Internal:

- Reports to Project Manager
- Edinburgh Science Staff - across all internal teams

External:

- Volunteers from the wide variety of STEM companies taking part
- National Museum of Scotland staff
- Pupils and teachers visiting the event
- Members of the public visiting the event

KNOWLEDGE AND EXPERIENCE, QUALIFICATIONS, TRAINING AND SKILLS

Essential:

- Excellent communication and interpersonal skills.
- Good customer service skills.
- Good organisational skills and the ability to manage a variety of tasks.

- Good administrative and IT skills, and an ability to maintain records and produce clear written and oral reports.
- Ability to plan, prioritise and use own initiative.
- Ability to work to deadlines.
- Confident and empathetic when dealing and working with a diverse range of people.
- Ability to facilitate and problem solve.
- Ability to deal with information in a confidential manner and respond with sensitivity

Desirable:

- Previous call centre / telesales experience.
- Experience coordinating teams
- An interest in science and/or education.

OTHER CONDITIONS

The role may include unsocial hours during or approaching periods of event delivery.

Edinburgh Science is committed to ensuring that:

- We are an exemplar organisation in the way we embrace environmental sustainability. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day-to-day activities and adhere to Edinburgh's policies on sustainability, waste, resource usage and carbon reduction.
- We uphold the principles of equality, fairness & diversity.
- We all work within a safe environment and adhere to good standards of health & safety.
- All information is protected and managed appropriately.

FURTHER INFORMATION

Temporary contract: this is a fixed term contract, initially offered on part-time hours over 12 weeks, from mid August to early November 2025.

18 August – 19 October: 2 days a week

20 – 31 October: 4 days a week

1 - 7 November: 2 days a week