July 2024

**Discovery Student Volunteering Swansea**

**Marketing and Recruitment Support Worker**

Discovery is a registered charity based at Swansea University. We promote support and develop student volunteering.

**The role of the Marketing and Recruitment Support Worker**

The Marketing and Recruitment Support Worker will be the first point of contact for student volunteers, undertake volunteer induction interviews and support a range of marketing tasks.

It is a requirement for all posts in Discovery that there is a commitment to equal opportunities, diversity, anti oppressive practices and the ethos of student development through volunteering. This means that the successful candidate will be expected to work with and alongside a range of volunteers including our supported volunteers, some of whom have disabilities.

Discovery has a small staff team this means that all staff support project delivery and the general running of the charity.

Values

Discovery is a values based organisation we expect all our staff to;

• Demonstrate a commitment to developing people and the community

• Work in an inclusive way and be committed to equality of opportunity

• Encourages others to achieve their full potential

• Be approachable and accessible to staff, students and service users

• Be student centred with a commitment to supporting the students to lead and manage the work and development of Discovery

**Working Requirements**

1. The Marketing and Recruitment Support Worker post is for 10 to 14 hrs per week, exact days and times have some degree of flexibility and will be agreed with the Director.
2. This post is highly suited to a University student although it must be stressed that this is not a zero hours contract the post holder will be contracted to work 10 hrs per week for the contract period apart from when annual leave is arranged. Commitment and reliability is essential. The same high standards as are expected of all Discovery staff will be expected. We are also interested in receiving applications from people who are not students.

**Salary** - £12 per hour

**Working hours** – 10 to 14 per week to a total of 210 hours. Exact hours to be agreed with line manager and will be between 9 and 5.30 Tuesday to Friday.

**Annual leave allowance** – 32 days pro rata plus bank holidays. Usually taken outside of term time and must be agreed with the line manager.

**This is a fixed term contact for 210 hours, over 3 to 4 months from September 2024**

The post holder will work from the Discovery Volunteering Hub on Singleton Campus with occasional visits to Bay campus and other locations, for which travel expenses will be reimbursed.

**Closing date for applications is 10am on Monday 10th September**

**Marketing and Recruitment Support Worker Role Description**

1. Be responsible for the for the front desk function in Discovery’s busy student volunteering hub, provide a warm and friendly welcome to all visitors
2. Respond to and resolve a wide range of queries both face to face, by phone and digitally. This will include active volunteers, people seeking to become volunteers, students currently progressing through our induction process, community members, referring agencies and university departments.
3. Carry out volunteer induction interviews, helping new volunteers to complete their induction and sign up to the best volunteering options for them.
4. Contribute to a range of recruitment activities. This will vary depending on organsiational need but will include running stalls at events, short presentations about volunteering to large groups, creating social media content.
5. Undertake a wide range of administrative functions, supporting the whole team. This will include, printing, photocopying, digital media mail outs, making certificates.

**All** **Staff Tasks**

1. To be an active member of the staff team, responding to staff commitments and priorities in the office as required
2. Support volunteers to undertake tasks including volunteers with additional needs
3. Be part of the staff team, joining in and supporting colleagues as needed
4. To attend staff meetings and keep accurate records of time - keeping
5. Be responsible for your own and others Health and Safety in the workplace
6. Undertake other tasks commensurate with the level of the post as directed

**Person Specification**

**Essential**

* Warm and approachable
* Enjoys working with a wide range of people and helping them resolve queries
* Excellent team work skills
* Able to show initiative
* Creative, problem solving approach to work
* Strong prioritisation skills and well organised
* Good communication skills and able to work with a wide range of people
* Able to create engaging and interesting social media content
* Reliable and committed
* Good understanding of Discovery

**Desirable**

* Understanding of the voluntary sector and a desire to work within it
* Experience of working with people with additional needs
* Experience of working with students and or volunteers
* Welsh language