

Lancashire Volunteer Partnership Volunteer Officer

Job Description

Directorate:	Communities and Engagement		
Service:	Lancashire Volunteer Partnership		
Location:	Chorley & South Ribble		
Salary range:	£29071-£33119	Grade:	6 37 hrs per week
Reports to:	LVP Team Leader	Staff responsible for:	0

Job purpose and scope

To coordinate and support the delivery of a structured volunteer and community support service, providing oversight of volunteers and ensuring safe, effective placements.

The postholder will provide technical and operational support across the service, including volunteer recruitment, training and retention.

Performance Indicators

Service Delivery & Timeliness

Delivery of agreed number of volunteer opportunities across LCC Services within expected timescales.

Quality & Safeguarding Compliance

Adherence to safeguarding procedures, accurate record keeping, and compliance with service standards.

Volunteer Coordination

Effective recruitment, deployment, and retention of volunteers, with positive volunteer feedback and engagement.

Outcomes for Volunteers

Evidence of improved volunteer wellbeing, increased confidence and social connections, with volunteers feeling valued, supported and able to continue or progress in their volunteering journey.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities/Responsibilities

Service Delivery & Coordination

- Support and coordinate the delivery of Corporate Social Responsibility projects
- Support the wider volunteer service as appropriate
- Monitor progress and outcomes, escalating concerns where appropriate

Volunteer Management

- Recruit, induct, and support volunteers across LCC Services in line with LCC policies
- Provide guidance, supervision, and ongoing support to volunteers.

Safeguarding & Governance

- Ensure volunteers understand boundaries, safeguarding responsibilities, and role expectations
- Ensure the service is delivered as a preventative intervention, not as a substitute for statutory support

Partnership

- Work collaboratively with council services, local businesses and community partners
- Promote the service and support appropriate volunteer opportunities

Monitoring & Improvement

- Support data collection, reporting, and performance monitoring in line with LCC systems and data requirements
- Contribute to continuous service improvement and development
- Ensure delivery meets agreed standards, timescales, and outcomes

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
GCSE's in English and Maths (Grade 4/C or above) Level 3 qualification in a relevant discipline or equivalent experience
Experience
Experience of coordinating services, projects, or volunteers Experience of working with systems, databases, or case management tools Experience of working with vulnerable individuals or community-based services Experience of delivering presentations and training to a variety of audiences
Essential knowledge, skills & abilities
Working knowledge of processes relevant to safeguarding, confidentiality, and service delivery Strong organisational and coordination skills Ability to assess information and make appropriate decisions Strong communication and interpersonal skills Ability to work independently and as part of a team
Other essential requirements
<ul style="list-style-type: none">• Commitment to equality and diversity.• Commitment to health and safety.• Display the LCC values and behaviours at all times and actively promote them in others.• This is an essential car user post <p><i>You will be required to provide a car for use in connection with the duties of this post and must be insured for business use.</i></p>