**Session Lead - Job Description October 2022**

**Starting Salary:** £24,000 pro rata

**Hours:** 12-16 hours *(Ideally spread over Monday-Thursday*)

**Reports to:** Project Manager

**Benefits:** pension, annual leave, training, a great team to work with

**Number of direct reports:** None

**Purpose of role:** As the Session Lead, you will manage a team of volunteers to ensure the volunteering session is run effectively, productively and in line with Boiler House Spaces values. You will also ensure volunteer tasks are completed and the Hackney Family Centre and occasionally the Good Place Members Club are set up for the following days activities. You’ll be passionate about supporting people, building relationships and a supportive network for communities and families to access.

Key Tasks and Accountabilities

**Volunteer Management:**

* To effectively induct new volunteers, ensuring they are familiar with Boiler House Spaces and Little Village's policies and procedures and understand our shared values.
* To welcome volunteers (including corporate volunteers) to each session, ensuring the session has a fun, professional and productive feel.
* To train new volunteers and allocate a buddy or mentor during sessions if required.
* To start each session with a briefing for all volunteers, ensuring every volunteer has a role and is clear about the objectives of the session/their task, also identifying individual volunteer strengths and areas of interest.
* To be the point of contact for questions and queries during the session.
* To build a rapport with volunteers, so that you get to know them personally, whilst respecting personal boundaries (if you know the name of their favourite pet and how they like their tea, even better).
* To make sure volunteers take breaks, making them a hot drink when needed.
* To ensure that volunteers entitled to travel reimbursements are paid, if applicable.
* To manage any young volunteers and/or DofE students, ensuring any assessments are completed and the correct hours/sessions are achieved.
* To be responsible for health and safety during the session, including conducting personal risk assessments for any volunteers with individual needs, compiling and monitoring a risk assessment for the session, providing ongoing monitoring of health and safety, and ensuring all policies and procedures are followed during the session.

**Task Management:**

* To ensure any priorities for that session are completed and any outstanding tasks are communicated to the Project Coordinator.
* To develop and implement any necessary processes that support the session.
* To ensure that quality standards are met and that all donations are sorted, checked, organised and stored appropriately.
* To work with families and members when they arrive to collect their items to make sure they have a dignified experience and that you answer their queries appropriately.  Signposting where needed.
* Safeguarding awareness.  As the point of contact for families, to be aware of your safeguarding responsibilities and escalating as and when needed.
* To pack for families and/or supervise volunteers who pack for families.
* To ensure that all rubbish and waste is disposed of correctly at the end of the session.
* To ensure the family centre is fully set up for the next session’s activities, using guides and information available.
* To ensure the family centre is tidy and organised ready for the next day's activities.
* To set up hot drink station daily and pack it down.
* To ensure any donors are thanked and supported with donations they are delivering.
* To be in regular contact with the Project Coordinator about any low or excess levels of stock.
* To unload and load delivery vans, sorting and place items on to racks, and shelves and using a pallet trolley to move kit around.
* To identify improvements to the stock system and come up with suggestions for development, working with the Project Coordinator
* To work closely with the Project Coordinator, Engagement and Support Coordinator and Volunteers to ensure the smooth running of weekly activities.
* To take on specific scheduled responsibilities to support the Coordinators and wider team with the day-to-day operations.
* Occasional representation of Boiler House Spaces at community events.

**Person Specification:**

* Great common sense
* Supportive and patience
* Hands on – there is always a lot to do
* Organised
* A great communicator
* Flexible
* Great if you are local to Hackney, but not essential

**Desirable experience:**

* Worked within a community group or organisation
* Experience organising or coordinating volunteers or staff
* Experience managing stock
* Experience liaising with a range or people and suppliers
* Experience following and inducting people into policies and procedures

**Applications:**

Please let us know

1. What skills and experience you would bring to the job?
2. What most excites you about the job?

You can either

* film your answers on a eg a phone (max 5 mins recording)

OR

* write us a letter (max 2 sides of an A4)

AND

A copy of your CV

**Applications are due by the 11.59pm 31st October 2022**

Email to [community@n16boilerhouse.com](mailto:community@n16boilerhouse.com)

Any questions, please let us know by emailing [community@n16boilerhouse.com](mailto:community@n16boilerhouse.com) or calling 0208 8068013

Boiler House Spaces strives to be an Equal Opportunities employer, we support applications from all applicants, even if you don’t feel you meet all of the experience, its still worth having a go if you are passionate about what we’re doing and motivated to support the project.

We are committed to safeguarding and promoting the welfare of children and all vulnerable groups within our projects, and requires all staff and volunteers to share this commitment.