



VOLUNTEER

COORDINATOR WALES

****They've inspired me to just aim high
up in the world and not to doubt myself****

Working Options student



VOLUNTEERS ARE AT THE HEART OF OUR MISSION

A message from our Chief Executive

Each year, our incredible network of volunteers supports over 70,000 young people to create positive futures for themselves. Supported by the Working Options team, our volunteers deliver high-impact Insight Talks, Skills Workshops, and Networking Events giving young people the inspiration, information and skills they need to succeed.

We provide personalised support and feedback for each volunteer, ensuring they're equipped to make a real difference in young people's lives. This tailored approach and desire for every volunteer to feel valued has been key to our growth and impact.

We aspire to reach every 11-19-year-old across the UK. This year we appointed our first ever Volunteer Manager to deepen our understanding of volunteers and the support we offer them. Thanks to generous funding from the Moondance Foundation, we are now excited to start the search for a Volunteer Coordinator for Wales to work to help recruit, retain and delight the individuals who volunteer with us.

The Volunteer Coordinator will work closely with the Volunteer Manager to grow and further diversify our volunteer base, ensuring consistent coverage of volunteers pan-Wales and across sectors. This is a brand-new role, working alongside our Programme Team for Wales.

We work remotely across England and Wales, with regular in-person meet ups. We set high standards, support one another, and share a deep commitment to driving positive change. If this sounds like the kind of environment you'd enjoy, we'd love to hear from you.

Sue Maskrey
Chief Executive





ABOUT

WORKING OPTIONS

Working Options is a UK charity helping young people aged 11–19 to aim high and fulfil their potential by connecting them with volunteers from a wide range of industries.

We work with schools and colleges to deliver career insight, inspiration and practical support, and we're growing our reach and impact.





ABOUT THE ROLE

We are looking for an enthusiastic team player who is excellent at developing and maintaining great working relationships. You will recruit and onboard volunteers from businesses across Wales so they can go on to deliver impactful programmes for young people, supported by our Programme Team.

You will work with the Volunteer Manager to implement standardised training and communications so that every volunteer feels truly valued.

You will also work alongside the Programme Team for Wales to understand their recruitment needs, ensuring a seamless handover of fully onboarded volunteers.





ROLE

DESCRIPTION

Salary	£27,000 – 30,000
Annual leave	25 days plus 8 bank holiday days
Reports to	Volunteer Manager
Hours	Full-time, but can be flexible for the right candidate
Contract	Permanent
Place of work	Wales, remote working with in-person meetings across Wales and occasional team meetings in London
Benefits	Flexible working with work from home as standard Career mentoring Professional development training budget





ROLE

DESCRIPTION

ATTRACT, RECRUIT AND ONBOARD VOLUNTEERS (PAN-WALES)

- Build and maintain relationships with corporate partners, public sector organisations, and community groups across Wales to source volunteers
- Recruit and onboard volunteers from a wide variety of industries including through delivery of 'lunch and learn' sessions within businesses to promote volunteering with Working Options
- Promote volunteering opportunities aligned with our programmes
- Develop targeted recruitment campaigns to ensure geographically diverse representation across Wales
- Coordinate onboarding processes, including applications, screening, and safeguarding checks

TRAIN AND PREPARE VOLUNTEERS

- Deliver training to prepare volunteers to deliver sessions for 11–19-year-olds
- Ensure volunteers understand and are committed to safeguarding, professional boundaries, and inclusive practice
- Provide guidance on delivering careers talks, workplace insights, and employability workshops and mentoring
- Contribute to the development of new training resources according to the needs of volunteers

SUPPORT PROGRAMME AND DIGITAL CONTENT DELIVERY

- Introduce volunteers to the Programme Team for appropriate opportunities, considering volunteers' location and skills, and programme needs
- Work with the Programme Team to identify the best suited volunteers for:
 - Careers talks and sector insights
 - Employability workshops
 - Mock interviews
 - Networking events
 - Taster Days
- Support the Programme Team to manage schedules and logistics, including virtual and in-person delivery across different regions
- Work with the Digital Content Team to share volunteers who can contribute to digital content to promote their industry or role

* CONTINUED

SUPPORT VOLUNTEERS AND KEEP THEM ENGAGED

- Act as the main point of contact for volunteers throughout their journey
- Provide ongoing communication, guidance, and support
- Build strong relationships to encourage repeat engagement from individuals and partner organisations
- Respond to queries, feedback, or concerns in a timely and professional manner

CONTRIBUTE TO SAFEGUARDING AND ENSURING WE ARE COMPLIANT

- Ensure all volunteer activities meet safeguarding standards for working with young people
- Maintain accurate and up-to-date records, including DBS checks where required
- Promote safe, inclusive, and supportive environments for all participants
- Ensure volunteers understand their responsibilities when working with young people

MONITOR, EVALUATE AND REPORT ON ACTIVITY

- Track volunteer engagement, regional reach, and programme impact across Wales
- Collect and analyse feedback from volunteers
- Contribute to reporting for funders and stakeholders
- Use insights to improve volunteer recruitment, engagement, and programme delivery

ENGAGE AND RECOGNISE VOLUNTEERS

- Develop initiatives to recognise and celebrate volunteer contributions across Wales
- Share success stories highlighting impact across different regions and industries
- Support long-term partnerships with employers and organisations



* Person Specification

WE ARE LOOKING FOR SOMEONE WHO HAS:

- Experience of coordinating volunteers
- Experience of working with young people (11–19) or of working in a charity/ voluntary setting
- Strong relationship-building skills with external partners, particularly employers
- Worked with stakeholders across a wide geographic area (e.g. pan-Wales)
- Excellent organisational, communication, and coordination skills
- Good IT and administrative skills (e.g., CRM systems, Microsoft Office)
- A passion for supporting young people across Wales to achieve their potential
- A drive to work with volunteers and motivation to get the best out of them
- The ability to engage a wide range of stakeholders
- A proactive and solutions-focused approach
- A strong commitment to equality, diversity, and inclusion
- A flexible and adaptable approach to work, with willingness to work across different regions

DESIRABLE

- Experience in corporate volunteering or employer engagement
- Knowledge of careers education, employability, or youth development
- Understanding of safeguarding in a volunteering context when engaging with young people
- Experience in delivering training or facilitation
- Welsh language skills (spoken and/or written)



* Additional Information

The Volunteer Coordinator may be required to travel across Wales for meetings and two to three times per year for whole team meetings in London. There may also be some occasional evening work (e.g. for networking events).

As this role will involve working with young people, an Enhanced DBC check is required (we will conduct this after an appointment is made).

WELSH LANGUAGE STATEMENT

We are committed to promoting and supporting the Welsh language and to treating the Welsh and English languages on an equal basis. We welcome applications from both Welsh-speaking and non-Welsh-speaking candidates. While Welsh language skills are desirable for this role, they are not essential. We encourage the use of Welsh within the organisation and will support staff who wish to develop their Welsh language skills through training and learning opportunities. We are committed to providing services in Welsh where possible and to ensuring that Welsh-speaking volunteers, partners, and young people across Wales can engage fully in our programmes

OUR COMMITMENT TO INCLUSION

Everyone is welcome to apply for our roles, and we are determined to ensure that no applicant or employee receives less favourable treatment because of gender, race, disability, sexual orientation, religion, belief, age, marital status, background, pregnancy, or caring responsibilities. We recognise the importance of diversity of thought and are fully committed to embracing the talents of people who are autistic, dyslexic, ADHD, and/or neurodivergent in other ways.



* How to apply

Please complete our application process on [Charity Jobs](#), here, by midnight on 29 July 2026.

If you are shortlisted for the role, you will be invited to a virtual interview with two members of staff. We usually take forward two candidates for an in-person second interview, reasonable travel expenses will be reimbursed for this.

10 or 11 August, online first interview.

17 or 18 August, second interview in person, in Wales.

We understand the use of AI in helping to edit applications. As a tool we use it in our daily working lives. However, we celebrate the uniqueness of your answers and would never suggest asking it to write them for you. The application process is designed to help us get a feel for you; your tone of voice, thoughts, opinions and ideas. We kindly request that you do not use AI to write your answers so that we are able to get to know you through your application form.

