

# Careers



## Volunteer & Recruitment Officer

*Full-time, based in London*

As a Volunteer Recruitment and Development Officer, your primary focus will be to develop and implement a cohesive strategy which focuses on the recruitment, retention, development and motivation of the CST's volunteer population. You will play a lead role in ensuring that volunteers are satisfied and inspired by the organisations mission and vision.

The role will work closely with the following main key stakeholders – the HR Manager, Directors of Security in the South and North, individual volunteers, Department Heads, the Compliance Officer and The National Training Team – to put in place a cohesive infrastructure of motivated volunteers.

### Key areas of responsibility include:

#### 1) RECRUITMENT

- To help drive forward and embed CST's strategic volunteer recruitment strategy
- To work with the Brand and Marketing Manager in creating a variety of contemporary and innovative job adverts for social media platforms which will attract a diverse audience
- To work collaboratively with colleagues in finding new and creative ways to recruit new volunteers

#### 2) VOLUNTEER DEVELOPMENT

- To create career development paths in collaboration with team leaders, regional heads and their deputies
- To identify areas where individuals can be upskilled through training and development programmes
- To support the development of both technical security skills and soft behavioural skills

#### 3) VOLUNTEER RETENTION

- To develop a robust retention plan
- To implement a sustainable structure of volunteer engagement which will form industry 'best practice'
- Cultivate a positive and supportive atmosphere by recognising volunteer efforts

#### 4) VOLUNTEER WELFARE

- Be the first point of contact for all volunteer issues and concerns
- Ensure that there is effective communication with new and existing volunteers so that they feel involved and motivated to continue volunteering with CST

### The ideal candidate should have:

- Experience of recruiting, retaining and motivating a volunteer workforce
- Strong communication skills, both orally and in writing
- Experience of working to SMART goals and objectives
- Possess a natural ability to build strong working relationships at all levels
- Ability to work under pressure, to demanding deadlines and to prioritise a complex workload
- Proactive and results orientated with the determination to see projects through from start to finish
- Exceptional problem-solving skills with a persistence to see issues resolved
- Superb organiser with a professional and mature manner
- Ability to demonstrate positive outcomes through team working
- Customer orientated and understands the urgency of replying to customer requests in a timely fashion

Applicants are invited to submit their CV together with covering letter to [careers@cst.org.uk](mailto:careers@cst.org.uk), writing 'Volunteer Recruitment & Development Officer' in the subject heading.

Closing date for applications: **31 March 2020** but may close earlier if a suitable candidate is found.