

Volunteer Coordinator

Recruitment Pack January 2026



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If you need this information in another format please contact us.

About us

Healthwatch Wakefield are the local health and social care champion for Wakefield District. From Airedale to South Kirkby, Overton to Knottingley, and everywhere in between.

We make sure NHS and Social Care leaders hear peoples experiences and use their feedback to improve care.

Find out about some of our recent achievements in here:

<https://www.healthwatchwakefield.co.uk/our-impact>

We are a Registered Company No. 09907848 and Charity No. 1166797 Registered in England and Wales.

Organisational tree



This chart will change depending on the contracts we have at the time.

Role overview

Details

Title: Volunteer Coordinator

Locations: Wakefield District and Office

Reports to: Chief Officer

Contract: Fixed Term 12 months

Working pattern: Hybrid office / home / community based working and flexible hours

Hours: Part-time, 22.5 hours per week

Salary: £27,800 per annum (pro-rata)

Pension: 5% employer contribution

Office Location: The Plex, 15 Margaret Street, WF1 2DQ

Benefits include hybrid and flexible working, 28 days holiday per annum not including Bank Holidays (pro rata), access to mental health and wellbeing support through our employee assistance programme, and training and development opportunities.

Role description

We're looking for a dynamic and motivated Volunteer Coordinator to lead and support our volunteers during our final year.

This role is perfect for someone who understands volunteering from the inside, whether as a volunteer themselves or through close involvement, and knows what volunteers need to feel confident, valued, and effective.

You don't need formal management experience. What matters most is that you're a self-starter, a great communicator, and passionate about enabling people to contribute their time and skills to improve local health and care services.

About you

You might be someone who:

- Has experience of volunteering or working closely with volunteers.
- Understands what helps volunteers succeed and stay motivated.
- Is organised, proactive and able to work independently.
- Enjoys building relationships and supporting people.
- Is confident recruiting and engaging with people from diverse communities.
- Shares our commitment to improving health and care services.

Why join us?

This is a unique opportunity to play a central role in Healthwatch Wakefield's final year and to support volunteers to make a real difference to local people's lives. You'll be trusted to shape the role, bring ideas, and leave a meaningful legacy.

We're more interested in your potential, values, and understanding of volunteering than a lengthy CV. As we enter our final year, we're less concerned with formal titles and more interested in people who bring heart, insight, and commitment. If that sounds like you, we encourage you to apply.

What you'll do

- Reignite enthusiasm among our existing volunteers, reconnecting them with our mission and encouraging active involvement.
- Recruit volunteers from a wide range of backgrounds and communities.
- Design and deliver welcoming, engaging inductions.
- Support, motivate, and retain volunteers, ensuring they feel informed, valued and confident.
- Match volunteers to meaningful opportunities that suit their skills and interests.
- Be a key point of contact for volunteers, offering guidance, encouragement, and practical support.
- Work closely with colleagues to make sure volunteers are embedded across our work.
- Help make sure volunteering activity supports Healthwatch Wakefield's impact in its final year.

Criteria

Essential criteria

- Experience of volunteering and/or working closely with volunteers.
- A good understanding of what volunteers need to feel supported, motivated and successful.
- Ability to recruit, induct, and support volunteers in a positive and engaging way.
- Strong communication and relationship-building skills.
- Ability to work independently, take initiative, and manage your own workload.
- Organised, reliable, and able to juggle multiple tasks.
- Commitment to equality, inclusion, and reaching diverse communities.
- A genuine interest in improving local health and care services.
- Administrative skills, including record keeping, report writing, and use of IT systems.

Desirable criteria

- Experience of coordinating or supporting volunteers in a paid or voluntary role.
- Experience of supporting volunteers with different skills, needs, and backgrounds.
- Experience of community engagement or outreach work.
- Confidence delivering inductions, briefings, or group sessions.

Understanding of the health, care or voluntary and community sector.

The recruitment process

Submit your **CV** and **cover letter** of no more than 500 words to Lewis.Smith-Connell@healthwatchwakefield.co.uk by 11.59 pm on **Tuesday 10 February**.

We will close this opportunity earlier if we receive enough suitable applicants.

Please note that applications which do not include both elements may not be considered.

Interview date is planned for **Thursday 19 February**.

Join us in making a difference in local health and care services!

Access requirements for the interview

If you have a disability or health condition that means you need us to make any adjustments to the interview process, please let us know and we will do our best to accommodate these. This will not affect your application.

Base

We are based at The Plex, 15 Margaret Street, Wakefield, WF1 2DQ.

Parking spaces are for the sole use of tenants of The Plex. Parking is available on Margaret Street on a pay and display basis using the 'MiPermit' app. Please check the signage. Additional parking is available at Rishworth Street (Short stay), Borough Road (Short stay), Gills Yard (Long stay), and Merchant Gate (Long stay). Alternatively, we are a short walk from Wakefield Bus Station and Wakefield Westgate Railway Station.

If you require a disabled visitor space, please arrange this prior to arrival with a member of Healthwatch Wakefield staff. Please note the disabled parking space is a short distance from the entrance to the building. If you require access to the building via the ramp, please make this known prior to your visit.

On arrival at The Plex please press the doorbell and wait for the door to be answered.

Contact us

If you would like to discuss the role in more detail, contact Lewis Smith-Connell at Lewis.Smith-Connell@HealthwatchWakefield.co.uk.

You can also call the office on 01924 787379 and ask for Lewis if you have any other questions or queries.

Thank you for your interest in Healthwatch Wakefield.