

## Job Description

<b>Job title</b>	Volunteering Coordinator - Regional Networks	<b>Grade</b>	2
<b>Department</b>	Education and Lifelong Learning	<b>Reports</b>	0
<b>Reports to</b>	Volunteering Manager - Regional Networks		

### Our values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

### Main purpose of the role

Reporting to the Regional Networks Manager, the role holder is primarily responsible for ensuring that a number of APM's Regional Networks add value to the organisation, are at all times relevant to member needs and operate effectively and efficiently. The post holder will act as the lead contact for the relevant Regional Network teams and internal departments ensuring that groups are equipped to deliver a high-quality service in line with customer needs and the APM strategy.

Supporting the APM Regional Networks Manager, this role facilitates the delivery of volunteer group activities in alignment with APM's strategy.

### Dimensions & Limits

Follow procedures accurately and make effective use of existing systems. Contribute ideas about how to improve efficiency. Issues and complaints which cannot be resolved are referred to the next level. Expenditure outside planned project budgets is escalated to the next level.

### Key relationships

#### Internal

- Regional Networks Manager
- Events and Volunteer Engagement Team
- All internal departments

#### External

- Regional Network lead volunteers and the community of volunteers, the wider APM volunteer community, speakers, customers, and suppliers.

### Career development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events
- Our fantastic knowledge share calendar of events enables colleagues to share their

knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths

- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions

### Key responsibilities / accountabilities

- Actively contribute to APM's culture of diversity, inclusivity, and values
- Working with volunteers and internal staff, identify relevant content for the Regional Network newsletter/bulletin and support its production
- Coordinate Regional Network team meetings, ensuring APM's requirements are followed
- Monitor and track delivery of relevant volunteer groups' action plans, in line with APM's strategy
- Work closely with Regional Network leads/deputies to manage active volunteers and facilitate removal/addition of volunteers as needed
- Ensure individual Regional Network groups on MS Teams are up to date and include necessary information
- Maintaining up to date records of volunteer spending for each event, aligning this with departmental budget and using information to inform decision making for forward planning in implementing and delivering business plans and budgets
- Act as lead contact for a number of volunteer groups, ensuring that Regional Network teams are aware of and are adhering to APM strategy and agreed action plans.
- Produce, agree and implement event plan for Regional Network events
- Facilitate delivery of Regional Network volunteer outputs, including (but not limited to), conferences, events and webinars.
- Work on the planning and delivery of the bi-annual Volunteers' Forum
- Attend, and capture outputs from the bi-annual Volunteers' Forums, as requested
- Work with internal departments to ensure that marketing opportunities are maximised
- Work with volunteers to co-ordinate dates and topics for Regional Network events
- Collate and analyse performance data of the events
- Ad-hoc projects as required by APM business strategy
- Attend Regional Network virtual team meetings once a quarter, per assigned group
- Source and secure appropriate venues for events, and booking catering and rooms/ setting up online meetings
- Provide support to the Volunteer Engagement team
- Act as Hub Manager for webinar platform (Zoom)

### Key performance measures

- Completion of successful APM Regional Network activities from virtual to face to face events

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Job Description: Regional Network Co-ordinator

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- Progress is tracked against department budget and guidance framework (when available) and metrics are produced to illustrate results
- Updating cost tracker as and when required
- Additional Regional Network activities are raised with the appropriate group and action is taken to align activity with APM's strategy
- Regular communications are provided to the Regional Networks on APM strategy and objectives, with updates on business results.
- Regional Networks are liaised with to ensure that the most up to date procedures are in forced
- Events are organised as per action plans and target metrics are in line with APM strategy and guidance framework (when available)
- Bi-annual Volunteers' Forums are delivered and attended each year; outputs provided if requested
- Agreed plan is implemented for each event and target metrics for events are achieved
- Personal contact details are managed in line with APM's GDPR policy
- Data and feedback are actively sought from the Regional Network volunteers
- Salesforce is kept up to date and accurately interrogated to produce results for all Regional Networks
- A performance report is collated and provided to the Regional Networks Manager along with the APM Regional Network Lead
- Ad-hoc projects are carried out efficiently and effectively
- Outputs are delivered accurately and to previously agreed timescales as outlined in action plans

## Person specification – (Volunteering Coordinator Regional Networks)

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Educated to O Level / A Level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent (business or marketing related preferred)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Work experience in an administrative role</li> <li>• Experience working with CRM systems</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in a customer service environment</li> <li>• Experience gained within a professional/membership body</li> <li>• Experience in supporting networks of advocates and volunteers</li> <li>• Experience of planning and delivering online and in-person events</li> <li>• Event marketing</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Good working knowledge of databases/CRM</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of APM products</li> </ul>

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		<ul style="list-style-type: none"> <li>• Working knowledge of professional bodies governance and processes</li> <li>• Good knowledge of Pro8 and Salesforce</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Confident telephone manner</li> <li>• Good PC skills including Word, Excel, PowerPoint, Outlook, MS Teams and Internet Explorer</li> <li>• Web based communication</li> <li>• Excellent communication skills – written and verbal</li> <li>• Organised and efficient</li> <li>• Ability to prioritise</li> <li>• Event management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Social Media Skills / Understanding</li> <li>• Database management</li> <li>• Good numeracy skills</li> </ul>
<b>Behaviour / competency</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Concern for accuracy</li> <li>• Customer focus</li> <li>• Initiative and proactivity</li> <li>• Planning and organising</li> <li>• Relationship building / interpersonal skills</li> <li>• Resilience</li> <li>• Results orientation</li> <li>• Able to work on own initiative</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to travel occasionally within the UK</li> <li>• Able to occasionally work in the evenings or weekends, in case of events</li> </ul>	<ul style="list-style-type: none"> <li>• Current driving licence</li> </ul>