



Creating a world of better opportunities

Job description

Volunteer Training and Development Coordinator

Hybrid - Stevenage

Permanent

Grade 5

Full Time - 35 Hours per Week

Reports to: Volunteer Training and Development Manager

Where the role fits

People Team

Purpose of the role

The Volunteer Training and Development Coordinator will deliver an efficient and compliant administrative service that supports all IET volunteers, with a particular focus on those involved in Professional Registration and Fellowship. The role will ensure that volunteer records are accurate and up to date, that all mandatory training is completed, and that compliance requirements are consistently met across systems and reporting channels.

The Volunteer Training and Development Coordinator will be responsible for scheduling and coordinating training sessions, tracking attendance, and updating CRM and record management systems to reflect training completion, skills, and availability. In addition, the postholder will produce regular reports and compliance updates for internal teams, boards, and committees, helping to maintain visibility of volunteer engagement and training status.

Working closely with colleagues across the Volunteer and Operations teams and with international offices, the Coordinator, through their organisation, accuary, compliance, and communication skills, will play a key role in ensuring all volunteers are fully equipped, compliant, and supported throughout their IET journey in a busy, fast-paced environment.

Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Identify and assess training needs across all volunteer roles, supporting the development of skills and knowledge through formal sessions, e-learning, and shadowing opportunities.

- Plan, schedule, and coordinate training sessions for new and existing volunteers, tracking attendance, following up on missed sessions, and ensuring all required and mandatory training is completed before volunteer activation.
- Maintain accurate and up-to-date records of volunteer skills, training completion, availability, and appointments within CRM systems and the Review Process System (RPS).
- Monitor and evaluate the effectiveness of training programmes and engagement activities, providing reports, metrics, and insights to inform future strategies and committee updates.
- Support the preparation and distribution of training materials and learning resources, ensuring content is current, accessible, and relevant.
- Coordinate revalidation and ongoing training for Professional Registration and Fellowship volunteers, ensuring continued compliance with role requirements.
- Manage the offboarding process for volunteers stepping down from roles, maintaining accurate records and ensuring smooth transitions.
- Complete financial and administrative processes, including expenses, travel, and accommodation bookings, ensuring accuracy and timeliness.
- Work collaboratively across the Volunteer Training and Development team and wider IET functions to support the delivery of a consistent, high-quality volunteer learning experience.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals as a One IET team.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.

Skills and experience required

- Previous experience in a volunteer-focused role, ideally with involvement in training, development, or engagement programmes, with the ability to work to deadlines demonstrating professionalism, confidence, and a commitment to excellent service.
- Excellent communication and interpersonal skills, with the ability to build strong relationships and engage effectively with volunteers, colleagues, and stakeholders at all levels.
- Ability to manage data and maintain accurate records using CRM systems and digital tools to monitor performance and produce reports.
- Proactive and solutions-focused approach, able to identify challenges and implement practical, creative improvements.
- Strong attention to detail and commitment to delivering high-quality outcomes.
- Understanding of how volunteer training and development contribute to wider organisational goals and success.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.

- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>L. P.</i>	<i>10/2025</i>
<i>Strategic People Partner</i>	<i>J. W.</i>	<i>10/2025</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.