

Revision date: April 2021

Volunteer Coordinator 2iC

The Volunteer Coordinator 2iC works mostly pre-event, to support the Volunteer Coordinator with registrations of volunteers, matching them up to the various teams. It is their job to record vital information relating to the volunteers, such as abilities, availability, contact details, roles allocated, performance feedback etc. A key responsibility of this role includes following up with team leads to ensure that their volunteer requirements are met and that they have full teams.

This role is a year-round role which requires you to work closely with ExCom, Facilitators, Team Leads, and individual volunteers across multiple departments. There is no requirement for onsite duties during the event.

Key Responsibilities

- Maintain communication and information sharing according to Kiwiburn's [Organisational Structure](#).
- Monitor the volunteer 2iC email address and other communication channels as well as track volunteer registrations and appointments.
- Filter through the database to develop a good understanding of the applicants; what skills, experiences and strengths they offer; and which roles they might be suitable for (match-making!).
- Liaise with team leads and crews to understand their requirements and use this info to match up potential volunteers.
- Ensure volunteers are being competently organised by team leads i.e have the team leads contacted the applicants? Do the volunteers know what is happening with their shifts? Is there other information that the volunteers may need to know?
- Be available to volunteers to answer any questions and assist with the flow of information / communication required to take them from application to an active volunteer.
- After the event, assist the Volunteer Coordinator with post-event data-crunching such as compiling feedback from team leads on their volunteer teams, and generating volunteer-related statistics.

Working Relationships

- Volunteer Coordinator
- Crew Facilitator
- ExCom members/facilitators
- Team leads
- Individual crew, other volunteers and members of the community

Who to contact for support

As the Volunteer Coordinator 2iC, you can approach the Volunteer Coordinator and/or Crew Facilitator for general help and guidance, or a specific team lead for technical help. Any issues which arise can also be raised in your department meetings. You are also able to reach out to Crew Support (crewsupport@kiwiburn.com) anytime, as you need.

Time Commitment

- Year round: 2 - 3 hours per week (including post event)
- Onsite: No requirements unless in another position, but active in supporting onsite training opportunities.

Necessary Qualities, Knowledge and Experience

- Familiarity with the various Kiwiburn teams and their functions.
- Regular access to a computer and internet.
- Strong written communication skills.
- Excellent data management skills.
- Strong organisational and people coordination skills.
- Able to work collaboratively in a team with integrity and respect.
- Strong communication skills, especially in an online environment.
- Time management – work planning and ability to stick to deadlines.
- A good understanding of how a burn coordinates volunteers.

Desirable Qualities, Knowledge and Experience

- Attention to detail
- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi)
 - Please read these links for more information if you are unsure;
<https://waitangitribunal.govt.nz/publications-and-resources/school-resources/treaty-past-and-present/section-3/>
<https://waitangitribunal.govt.nz/treaty-of-waitangi/meaning-of-the-treaty/>
- Strong working knowledge of databases/spreadsheets (especially Airtable), Google Docs and project management software eg Asana.