



Volunteering Assistant: Application Pack

Welcome

Thank you for downloading this Volunteering Assistant job application pack and considering applying to work for Just Like Us.

Volunteering is a key part of our work at Just Like Us. This role will be key in ensuring that we have a growing community of diverse, effective and happy young volunteers to deliver all our exciting LGBT+ inclusion programmes.

This application pack contains both the Job Description and information on how to apply. We will not be asking for your CV or cover letter in this recruitment process, as we think the process will allow you to show us everything that really matters to us anyway. Our recruitment process is based closely on the job description and person specification. We are looking for *your ability and passion* to do the role and be a positive and helpful member of the team! Therefore, please read the guidance in this pack carefully.

The application deadline is 23:59 on Sunday 14 February.

We look forward to receiving your application!

Thank you,



Taz Rasul (she/her)
Director of Volunteering, Just Like Us

Taz is a volunteer manager who's worked mostly with LGBT+ young people and young people of colour. She'll be leading the recruitment process and managing the Volunteering Assistant.



Volunteering Assistant: Job Description

Summary

Just Like Us, the award-winning charity for LGBT+ young people, is recruiting a Volunteering Assistant.

Our three-person volunteering team is focused on training and activating hundreds of LGBT+ young adults a year to volunteer across the charity's programmes and to have improved lives as a result of their participation. The team's work will help ensure that, by 2025, we are reaching over 60,000 school students annually through talks and workshops delivered by a community of over 500 diverse, effective volunteers.

At Just Like Us, the majority of our volunteers are 18-25 year old LGBT+ young people who we call our ['ambassadors'](#). They receive training, mentoring and community support, and speak in schools about being LGBT+.

Your work as Volunteering Assistant will enable us to:

- Turn Just Like Us' annual volunteer recruitment window into a year-round endeavour
- Boost the proportion of our volunteers who actively volunteer
- Support a greater breadth of volunteering projects and activities

In the five years since we were founded, Just Like Us has already reached two million LGBT+ young people, gained recognition from the Prime Minister and garnered widespread media coverage. The Volunteering Assistant will join an organisation that's expanding the coverage of LGBT+ inclusion work to young people from across UK regions, ethnic groups, faiths, genders, disabilities, social classes, LGBT+ identities and ages.

Salary: £20,962 per annum

Term: Permanent (with 6-month probation)

Leave: 25 days excl. Bank Holidays

Location: London (with remote-working from anywhere in the UK for the foreseeable future due to the pandemic)

Hours: full-time, including regular evenings and weekend days

Application deadline: 23:59 on 14 February 2021 (see application guidance below)

About Just Like Us

Just Like Us (JLU) is the **charity for LGBT+ young people** working for a world where LGBT+ young people live awesome lives.

Our **mission** is to empower young people to be the champions of LGBT+ equality at school and work. To do that, we work with schools and colleges in four main ways: [school talks](#), [Pride Groups](#), [School Diversity Week](#) and by supporting a large network of educators championing LGBT+ equality.

Our school work is assisted by ‘ambassadors’, who are LGBT+ 18-25 year olds trained to speak positively and engagingly about their experiences growing up LGBT+, championing equality and allyship. Over time, the scope of their volunteering activities has grown: from delivering school talks, to writing for social and broadcast media, taking part in [campaigns](#), producing a [podcast](#), and more as time goes on. Just Like Us’ volunteering team recruits, trains and supports our community of ambassadors, which currently stands at 300 and grows yearly.

All team members are passionate and purposeful about improving LGBT+ young people’s lives, and we want to do this as effectively as we can. Therefore we show leadership and proactiveness at every level; record and use data thoughtfully; learn quickly from pilot initiatives; and measure our impact so that we know we’re making a difference. We view the LGBT+ community as a coalition representing many different identities, experiences and challenges, and we work towards better inclusion, equity and allyship.

We’ve worked with over 50,000 pupils through our school talks and involved a further 1.8 million school students and teachers in School Diversity Week 2020. We’ve been featured in The Guardian, The Daily Telegraph, Attitude, Gay Times, i-D, DIVA, Pink News, and on the BBC and ITV. To find out more about our work and impact, explore our [website](#) and [YouTube channel](#).

The position

The Volunteering Assistant is a new position, adding capacity to the volunteering team so that we can achieve our goals. As Volunteering Assistant, you will help:

- Turn Just Like Us’ annual volunteer recruitment window into a year-round endeavour, by:
 - Advertising volunteering on our website, in online volunteering directories, at volunteering fairs and via other channels

- Administering our volunteer sign-up process, which includes creating forms, databases and spreadsheets, communicating by email and other methods, assessing suitability and answering queries
- Maintaining a pool of suitable volunteer candidates with encouraging, informative and engaging communication
- Responding to volunteering enquiries by email
- Keeping the volunteer recruitment pages on the Just Like Us website up-to-date
- Boost the proportion of our volunteers who actively volunteer, by:
 - Encouraging new and low-participating volunteers to get involved through targeted internal email campaigns and individual conversations
 - Training and supporting volunteer LGBT+ ambassadors to develop positive, relatable and compelling autobiographical 'stories' that they can tell as part of their volunteering
 - Putting on events and activities that help volunteer LGBT+ ambassadors to improve their confidence and skills for volunteering, and to become ready to deliver school talks
 - Putting on events and activities that heighten volunteers' interest in Just Like Us and volunteering
 - Helping volunteers to prepare and practise in the lead-up to their school talks volunteering
- Support a greater breadth of volunteering projects and activities, by:
 - Attracting suitable volunteers from our internal community
 - Establishing and communicating with the volunteers their aims, tasks, deadlines, support and ways of working
 - Regularly checking in with the volunteers, checking their outputs and resolving issues or questions
 - Wrapping them up, congratulating volunteers and documenting their work in Just Like Us' databases and other channels

You'll work in a way that helps the whole volunteering team to succeed, by being focused on our goals, helpful and accountable to others, thorough with your data collection, and by asking for help when you need it. Like other team members, you'll bring in ideas that increase the accessibility, equity and representativeness of our volunteering community by actively listening to others in all the work that you do.

You'll also work alongside all Just Like Us staff to support major activities such as volunteer training, School Diversity Week, press campaigns and fundraising projects.

The Volunteering Assistant will be trained in our processes and the software we use, as well as in mental health first aid (as you will be working with many LGBT+ young people). You'll be supported to grow your responsibilities and capabilities in supporting volunteers as the work of the team grows.

Person specification

We are looking for these qualities in our Volunteering Assistant:

Alignment with our mission

- Is passionate and purposeful about improving LGBT+ young people's lives
- Has good awareness of LGBT+ identities

Communication

- Communicates with clarity, warmth, energy and positivity both in writing and verbally, including when offering constructive feedback
- Can facilitate meetings and deliver training. e.g. making speeches, keeping everyone to time, keeping activities on track

Organisation and processes

- Is able to create and follow processes in an organised, logical, orderly, meticulous way
- Has experience of using Google Docs, Google Sheets, Google Forms and Google Slides, or Microsoft equivalents

Professional qualities

- Has good personal time management, including doing routine tasks efficiently, organising own time, splitting bigger deadlines into smaller ones and focusing well
- Happily helps and works with others and is considerate towards others
- Committed to the importance of levelling the playing field for more marginalised groups such as LGBT+ people with disabilities, trans and non-binary people, LGBT+ people of colour, LGBT+ people outside of cities, LGBT+ people from working class backgrounds, and LGBT+ people of faith

Learning and improvement

- Can identify how any opportunity can be used to reflect, learn and get better
- Wants to learn in the role, and to continually improve own work and the work of the organisation
- Can reflect on own learning needs and self-direct own learning, especially in relation to software, organisational skills, communication skills and general professional skills

Experience (desirable, not essential)

- Has led on accomplishing goals or projects rather than simply doing tasks.
- Has experience planning events and activities.
- Has experience speaking in front of different types of audiences, including school students.

Please read on for guidance on how to apply.



Volunteering Assistant: How to apply

Thank you for your interest in becoming a Volunteering Assistant at Just Like Us!

We will not be asking for your CV or cover letter in this recruitment process, as we think the process will allow you to show us everything that really matters to us anyway. Our recruitment process is based closely on the job description and person specification. We are looking for *your ability and passion* to do the role and be a positive and helpful member of the team! Therefore, please read the Job Description (in previous pages of this pack) and the following application guidance carefully.

Please **[submit your application form](#)** by **23:59 on Sunday 14 February 2021**. The rest of this guidance will help you to complete your application form.

What's the application process?

1. You should get ready all the materials outlined in this guidance, and use them to submit your application form by 23:59 on Sunday 14 February.
2. You may then be invited for an interview on Zoom, which will take place on Wednesday 24 or Thursday 25 February.
3. The successful candidate will be offered the position in the first week of March, and will be able to start within one week (although we can be flexible with start dates).

What goes into my application form?

[The application form is here.](#)

The form asks you to create and submit several documents, and you cannot save your progress. Therefore, we outline on these pages all the pieces you'll need to submit, so you can get them ready. Once they're ready, please upload them all to the application form and submit. If you have any trouble with this, particularly accessibility needs, trouble signing in or trouble with file uploads, please contact our Director of Volunteering Taz (taz.rasul@justlikeus.org) as soon as possible.

Please note that we are also relying on your application to show us that you “communicate with clarity, warmth, energy and positivity both in writing and verbally”.

Thing to prepare #1: An audio recording on why you're passionate about improving life for LGBT+ young people

Our Volunteering Assistant should be passionate and purposeful about improving LGBT+ young people's lives. Our volunteers need to hear and believe your passion, because it helps keep them focused and passionate.

Please create a voice recording of no more than 5 minutes in length, answering the question: why are you passionate about improving life for LGBT+ young people?

This can be recorded on a phone or laptop – please do not worry about using any kind of professional equipment; we just need to be able to hear you speaking clearly.

This should be an audio file that you'll upload into the form.

Thing to prepare #2: A written explanation of gender identity, gender expression and sexual orientation

Our Volunteering Assistant should have a good awareness of LGBT+ identities.

In no more than 400 words, please clearly explain what gender identity, gender expression and sexual orientation are, and how they're different to one another.

Please use your own words to explain, perhaps as if you were explaining to a friend. Please don't use a dictionary definition.

This should be a piece of text that you'll paste into the form.

Thing to prepare #3: A written meeting agenda

Our Volunteering Assistant should be able to facilitate meetings and deliver training.

Imagine that you're in the role, and you are asked to plan a Zoom meeting. The meeting is to kick-start a project on how we can make Just Like Us volunteering more attractive to LGBT+ young people in more marginalised groups (e.g. trans people, people of colour or disabled people). It will be led by you, and attended by 15 of our existing volunteers who have shown interest in the topic.

Please write an agenda for the meeting, which will be sent to attendees in advance. Your agenda should include planned timings, desired outcomes (for you to choose), main agenda items and any other information you might want attendees to know in advance.

You may insert comments into the document to further explain what's in your agenda or how you might facilitate this meeting.

This should be a PDF or Word document that you'll upload into the form.

Thing to prepare #4: A written list of tasks for turning Just Like Us' annual volunteer recruitment window into a year-round endeavour

Our Volunteering Assistant should be able to split bigger deadlines into smaller ones, which includes splitting bigger tasks into smaller ones.

Please create a document and copy this extract of the job description into it:

The Volunteering Assistant is a new position, adding capacity to the volunteering team so that we can achieve our goals. As Volunteering Assistant, you will help turn Just Like Us' annual volunteer recruitment window into a year-round endeavour by:

- *Advertising volunteering on our website, in online volunteering directories, at volunteering fairs and via other channels*
- *Administering our volunteer sign-up process, which includes creating forms, databases and spreadsheets, communicating by email and other methods, assessing suitability and answering queries*
- *Maintaining a pool of suitable volunteer candidates with encouraging, informative and engaging communication*
- *Responding to volunteering enquiries by email*
- *Keeping the volunteer recruitment pages on the Just Like Us website up-to-date*

Under each bullet point, please list all the smaller, constituent tasks that you think would likely be involved in each responsibility. We're expecting no more than five constituent tasks to be written under each responsibility.

This should be a PDF or Word document that you'll upload into the form.

Thing to prepare #5: A written case for levelling the playing field

Our Volunteering Assistant should be committed to the importance of levelling the playing field for more marginalised groups in the LGBT+ community.

This includes LGBT+ people with disabilities, trans and non-binary people, LGBT+ people of colour, LGBT+ people outside of cities, LGBT+ people from working class backgrounds and LGBT+ people of faith.

Please choose one of the groups above. In no more than 400 words, please describe their experiences in comparison to their counterparts, tell us why their inclusion matters, and give a couple of examples of what a mainstream LGBT+ organisation could do to better include this group.

This should be a piece of text that you'll paste into the form.

Thing to prepare #6: Two referees

Our Volunteering Assistant should happily help, work with and be considerate towards others.

We'd like the contact details of two referees – from paid or unpaid work, or education – who have seen you operate in a pair or group. We'll only contact your referees after a successful interview.

This should be a piece of text that you'll paste into the form.

Once your six things are ready, please upload them all to the [application form](#) and submit by 23:59 on Sunday 14 February. **If you have any trouble with this, particularly accessibility needs, trouble signing in or trouble with file uploads, please contact our Director of Volunteering Taz (taz.rasul@justlikeus.org) as soon as possible.**