

Volunteer Support Officer – Customer Support - MCVS

Function

The overall responsibility of the Volunteer Support Officer - Customer Support with the Malta Council for the Voluntary Sector (MCVS) is to support the Volunteer Support Manager in the implementation of achieving the strategic goals established by the MCVS programme's objectives according to the parameters established by the same MCVS. In this respect, the Volunteer Support Officer must work in an efficient and effective way to achieve the tasks delegated by the Volunteer Support Manager in support of the Volunteer Sector. The Volunteer Support Officer must maintain oneself regularly updated and conversant on documentation and issues relevant to the carrying out of one's duties.

Key Duties

The Volunteer Support Officer - Customer Support is responsible for the following tasks:

Specific VOs

- Manage the Volunteer Support Centres in Cospicua and Birkirkara.
- Provides one-to-one advice and assistance to Voluntary Organisations on issues related to capacity building, networking, and statute implementation.
- Provides one-to-one advice and assistance to Voluntary Organisations on issues related to funding opportunities for VOs.
- Provides one-to-one advice and assistance to newly forming or newly established Voluntary Organisations on enrolment with the Commissioner for VOs as well as other obligations with other public entities.
- Organises and coordinates meetings on issues related to capacity building, networking, and statute implementation in the Centres managed by the same official.
- Organises and coordinates training on issues related to capacity building, networking, and statute implementation.
- Support in the organisation of activities to train and attract new volunteer organisations in the funding schemes.
- Ensuring visibility of the funding schemes.
- Keeping statistics.
- Report writing.

Specific MCVS

- Implementation of procedures relating to the *Freedom of Information Act* within MCVS.
- Cooperates closely with other members of staff working in the office of the Commissioner for Voluntary Organisations.
- Participates in meetings organised at national and European level as required by the MCVS.
- Respects and adheres to the MCVS/Public Sector Code of Ethics and any other directives/ circulars issued by MCVS and the Commissioner for Voluntary Organisations from time to time.
- Respects deadlines as set by MCVS management.

Lines of Communication

Report to: Volunteer Support Manager