



Delivered by
THE NATIONAL LOTTERY
COMMUNITY FUND



Volunteer Coordinator Job Description

Pinkston Watersports

Role: Volunteer Coordinator

Contract: 0.6 FTE – Fixed Term to 31st August 2029

Location: Glasgow G4 9XP, site based with some outreach / community working. No homeworking required.

Salary: £30,000 Pro Rata

Annual Leave: 28 Pro Rata days annual leave, plus progressive leave policy.

About Pinkston Watersports

Glasgow Watersports operates Pinkston Watersports in Port Dundas, a unique self-sustaining charity and urban community sports hub located close to the city centre. Pinkston is home to Scotland's only artificial white-water course alongside a large clean water canal basin and was a legacy project of the Commonwealth Games 2014.

We deliver a diverse programme of activity, including community programmes, paddlesport development, public participation sessions, environmental initiatives, volunteer opportunities and training programmes. Through these activities we aim to create positive opportunities for people of all ages while strengthening communities and supporting personal development.

Role Purpose

The Volunteer Coordinator will lead the development, coordination and growth of volunteering across Pinkston Watersports.

Working closely with staff, volunteers and partner organisations, the post holder will recruit, train, deploy and support volunteers across a wide range of activities. They will develop clear volunteer pathways, create positive volunteering experiences, and ensure volunteers are supported to develop skills, confidence, qualifications and community connections.

The role will also be responsible for strengthening volunteer systems, policies and procedures, while collecting evidence of impact and reporting on outcomes. This is a hands-on role within a small team and will play an important part in building a sustainable and thriving volunteer culture across the organisation.

Job Description

Key Responsibilities

Volunteer Recruitment, Development and Retention

- Recruit, induct and support volunteers across all areas of the organisation
- Develop engaging volunteer pathways that encourage long-term involvement and progression
- Coordinate volunteer communications, deployment and scheduling
- Deliver volunteer training, support and recognition opportunities
- Foster an inclusive and positive culture where individuals feel valued and connected to the organisation

Volunteer Systems and Compliance

- Develop and maintain volunteer policies, procedures and guidance documents, including volunteer handbooks and induction materials
- Maintain accurate volunteer records, training and participation data
- Ensure volunteering activities comply with safeguarding, health and safety and organisational requirements
- Coordinate qualification and training opportunities for volunteers where appropriate

Volunteer Deployment and Programme Support

- Coordinate volunteer support across existing programmes and activities
- Work with colleagues to identify where volunteers can enhance programme delivery and community impact
- Develop new volunteering opportunities linked to environmental projects, community activity, events and centre operations
- Support young volunteers to progress into leadership, ambassador and mentoring roles

Monitoring, Evaluation and Reporting

- Collect and analyse quantitative and qualitative data relating to volunteer participation and impact
- Maintain effective systems for monitoring outcomes and recording volunteer contributions
- Produce reports and case studies for funders, partners and organisational learning
- Contribute to continuous improvement through reflective practice and process documentation.

Partnership Development

- Build and maintain relationships with colleges, community groups, businesses and partner organisations
- Promote volunteering opportunities and encourage wider community participation
- Support the development of placement opportunities, corporate volunteering and community partnerships

Skills, Experience and Qualifications

Qualifications

- Qualified to lead in one or more of the following activities: Kayaking, Canoeing and Stand-Up Paddleboarding
- A commitment to working towards qualifications for the activities outlined above
- 16-hour Outdoor First Aid training
- Safeguarding / Child protection Training
- Full UK Driving Licence

Essential

- Experience of coordinating, supporting or managing volunteers, participants or community groups
- Strong organisational and administrative skills
- Experience maintaining records, schedules and reporting systems
- Excellent communication and relationship-building skills
- Ability to motivate and support individuals from a wide range of backgrounds
- Experience gathering and reporting impact or evaluation data
- Ability to work independently, prioritise workload and use initiative
- Strong attention to detail and a commitment to high-quality delivery
- A flexible and positive approach to working within a small team
- Full UK driving licence

Desirable Skills and Experience

- Experience developing volunteer programmes or community projects
- Experience working within the charitable, community development or youth sectors
- Knowledge of volunteer management best practice
- Understanding of trauma-informed approaches
- Experience of working with young volunteers
- Experience of managing funded projects and reporting outcomes
- Relevant volunteer management, youth work or community development qualification

Our Values

The successful candidate will actively embody and promote Pinkston Watersports' values:

- **We value the inherent rights of every child** - in all that we do is within the UNCRC framework and in our safeguarding practices
- **We value Fun** – Enjoyment is central to everything we do
- **We value Blue & Green Spaces** – Supporting health and wellbeing through outdoor environments
- **We value Learning through Challenge & Reflection**
- **We value Community Strength** – Building connections and opportunity
- **We value Safe Practice** – Safety underpins every experience
- **We value Good Stewardship** – Responsible use of our resources
- **We value Water Safety Training and Competitive Sport**

Additional Information

This role reflects the dynamic and evolving nature of Pinkston Watersports. As a small, ambitious, and busy centre, responsibilities will naturally develop over time. The successful candidate will be expected to contribute flexibly, respond positively to new challenges, and play an active role in shaping how we grow and improve.

We are looking for someone who combines energy, attention to detail, a self-starter who takes ownership of their work and manages their time effectively. You will be equally comfortable planning ahead and responding to the immediate needs of the day, stepping in wherever required to ensure the smooth running of the centre. A willingness to get stuck in & support others is required.

This is a hands-on role where no two days are the same. The right person will take pride in delivering exceptional experiences while helping to shape the future of Pinkston, bringing a positive, proactive approach to both people and programmes.

If you're passionate about people, community, and purposeful work, we'd love to hear from you.

Reports to Centre Manager.

Application Notes

Informal conversations are warmly welcomed in advance of the closing date – contact our Centre Manager directly on Eddie@pinkston.co.uk.

Research shows that many talented individuals may hesitate to apply for jobs unless they feel they meet every single criterion. At Pinkston Watersports, we value diverse experiences and perspectives. If you are interested in this role and believe you have much to contribute, we encourage you to apply, even if your background doesn't match every requirement. Please tell us what makes you the ideal candidate.

Please apply in writing, by sending your CV and covering letter to Eddie@pinkston.co.uk.

Application Deadline: Wednesday 21st October 2026

Corporate Responsibility

- Always Promote Pinkston Watersports positively and professionally
- Deliver excellent customer service and uphold strong professional standards
- Commit to equality, inclusion, and safeguarding in all areas of work

Pinkston is an equal opportunities employer and committed to safeguarding principles. We expect our staff to share our commitment. An offer of employment is subject to PVG and 2 satisfactory references.