



MINISTRY OF STORIES



Volunteer Coordinator

Ministry of Stories



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Post:	Volunteer Co-ordinator
Hours:	Full time (5 days / 35 hours per week)
Days:	Monday to Friday (or Tuesday to Saturday)
Salary:	£27,800
Managed by:	Director

Please note all roles at the Ministry of Stories are subject to an Enhanced DBS check in line with our safeguarding policy which you can read in full [here](#).

This role requires some occasional evening and weekend work.

Deadline for applications: 9am, Wednesday 7th October 2026
Interviews: Tuesday 13th OR Wednesday 14th October 2026

About Ministry of Stories

[Ministry of Stories](#) champions the writer in every child. Co-founded by author Nick Hornby in 2010, we help young people discover their confidence, imagination and potential through the power of their writing. We develop self-respect and communication skills through innovative writing programmes and one-to-one mentoring for children living in under-resourced communities, working in schools, and at our dedicated writing centre in east London. We empower young people to write brighter futures for themselves through the power of their ideas, creativity and imagination.

Our programme currently includes:

- Weekly **Community Writing Labs** and holiday programmes for children and young people, hosted at our Writing Centre in Haggerston, Hackney
- A **Schools Programme** delivering creative writing-led educational workshops, projects and training that support school's needs across Hackney and Tower Hamlets

We are looking for an organised and motivated Volunteer Co-ordinator to lead on volunteer recruitment, training and retention; and to support our wider programme recruitment and administration.

This is the perfect role for a confident and clear communicator who enjoys working with a wide range of people, and who has the organisation and administration skills to make the volunteering, and community programme recruitment run smoothly. You will be good with systems and have an eye for detail. You will enjoy working in a supportive, busy and fun environment, and will care about creating the best possible opportunities for the children and young people we work with.

Main Purpose

- **To coordinate volunteering opportunities across the programme, to include volunteer recruitment, training and retention**
- To support Community Writing Labs recruitment, evaluation and administration

Specific Responsibilities

1. Relationships

- To manage and maintain excellent relationships with volunteers, acting as the main point of contact for the organisation
- To create a warm, friendly and supportive volunteer experience
- To build excellent relationships with volunteering organisations, for example our local Volunteer Centres, to ensure a regular intake of new volunteers
- To provide a welcoming and trusted point of contact for new families registering their children for Community Writing Labs

2. Volunteer Management

- To lead on all processes for volunteer recruitment and retention, with a particular focus on diversifying our volunteer base, ensuring suitable levels of volunteer support to meet the growing needs of the programme
- To co-ordinate and co-deliver Volunteer Induction and other volunteer training
- To oversee our volunteer recognition scheme, celebrating the time and commitment given by our volunteers
- To oversee volunteer booking systems
- To carry out monthly monitoring and quarterly reporting on programme volunteering

3. Administrative Support

- To process and maintain systems for reference checks and Disclosure and Barring Service (DBS) checks for volunteers
- To maintain accurate database records (Salesforce) and contact lists for volunteers
- Manage the registration process for Community Writing Labs, supporting families to ensure the process works smoothly, and with clear communication
- Oversee administration of the evaluation framework, including the collation of project evaluation surveys and data

4. Marketing and Communications

- Support recruitment for Community Writing Labs, including leading registration processes and managing waiting lists
- Create volunteer communications, including the production of regular newsletters
- Undertake marketing and promotional activity that supports effective volunteer recruitment and retention

Person Specification

Essential:

- Excellent communication skills and enjoy interacting with a wide variety of people
- Excellent administration skills
- Organised and methodical with the ability to prioritise and meet deadlines
- Attention to detail and good presentation of work
- To undertake duties proactively, using initiative and problem solving
- Ability to work flexibly and cooperatively as part of a team and Ministry of Stories as a whole
- Committed to the principles of Ministry of Stories, including our safeguarding policy, and championing our work with children and young people

Desirable:

- Experience of arts, education or charity administration, or relevant transferable experience (e.g. working with a range of people; administrative skills; using your skills and experience with purpose or for the benefit of others).
- A good understanding of our East London community
- Working knowledge of database software (Salesforce) and/or website content management systems (Wordpress)
- Experience of supporting volunteers
- An interest in creative writing, arts and education practice

Equal opportunities and valuing diversity

Ministry of Stories is committed to promoting equality, tackling discrimination, fostering positive relationships between diverse groups of people and to ensuring fairness for all. You can read our full policy [here](#).

We welcome applications from people of all backgrounds and experiences and are working to remove barriers to recruitment and progression. We are particularly keen to hear from you if you live in our home borough of Hackney and/or are a person of colour reflective of our community.

If you're excited about the role but don't meet every requirement, we encourage you to apply anyway — we value potential, diverse perspectives and lived experience as much as direct experience.

Next Steps

To apply, please visit: ministryofstories.org/about/work-with-us/

You will need to download and complete our application form and return it to jobs@ministryofstories.org. We will also ask you to complete a Diversity Monitoring Form, which is treated in confidence, and is used only once a long-list of applicants has been created, and to ensure a range of candidates are being invited to interview.

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Ministry of Stories

If you would prefer to submit a video application, please contact rob@ministryofstories.org.

Ministry of Stories
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E2 8DY

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