

Job Description

Job Title:	Volunteer Coordinator (Country Boards)
Hours:	Full time (36 hours per week)
Job Location:	Birmingham based (2 days per week) – Flexibility to Work from Home as agreed by manager per policy
Salary:	£29,651 - £32,773
Responsible To:	Volunteer Manager

Job purpose

To provide high-quality governance and administrative support to the four BDA Country Boards: England, Scotland, Wales and Northern Ireland.

Working closely with the BDA's country boards to ensure the meetings and boards run smoothly. Understanding the needs and context of the committees in order to support the [BDA Strategic Plan 2024](#).

The postholder will ensure effective meeting management, accurate record keeping, and consistent governance processes across all four nations.

The role will also support effective communication between Country Boards, local branches, BDA staff teams and members, ensuring information is shared clearly and efficiently in both directions.

In addition, the postholder will proactively monitor progress against agreed Country Board workplans, supporting Chairs and members to maintain oversight of actions and timelines.

Job context

The BDA has a complex governance structure comprising a Board of Directors, four Country Boards, an elected Trade Union National Executive Committee and a number of other committees.

This role focuses on providing governance and administrative support to the four Country Boards (England, Scotland, Wales and Northern Ireland). These Boards meet regularly and require high-quality administrative support to ensure effective operation. This includes supporting the full meeting cycle, drafting agendas in liaison with Chairs, taking minutes, maintaining action logs and providing associated administrative support between meetings.

The postholder will also support progress monitoring against agreed Board workplans and facilitate clear information flow between Country Boards, local branches and members, ensuring that updates, feedback and key themes are recorded and shared appropriately.

Administration staff provide a variety of essential tasks to support BDA functions, facilities, events and meetings. These tasks range from handling member queries, supporting meetings (virtual and in-person),

liaising with volunteers, monitoring incoming emails, responding to enquiries and supporting cross-team working.

The postholder will work closely with Country Board Chairs, volunteer officers, members and internal BDA teams, and may occasionally liaise with external stakeholders in support of governance processes.

Key areas of responsibility

Country Board Administration

Provide governance and administrative support to the four BDA Country Boards: England, Scotland, Wales and Northern Ireland.

Responsibilities include:

- Scheduling and coordinating Board meetings
- Supporting Chairs with agenda planning
- Collating, formatting and circulating meeting papers
- Attending meetings and producing accurate minutes
- Maintaining action logs and tracking agreed actions
- Ensuring documentation is stored in the appropriate shared locations
- Supporting the maintenance of annual Board workplans
- Updating the country board webpages, and online presence

Monitoring & Workplan Support

Support Country Boards to maintain oversight of agreed priorities by:

- Maintaining a clear record of Board workplans and objectives
- Tracking progress against agreed actions and deadlines
- Proactively requesting updates ahead of meetings
- Highlighting outstanding actions to the Chair
- Ensuring progress updates are accurately reflected in Board papers

The role supports coordination and monitoring of progress; accountability for delivery remains with Board members and relevant staff leads.

Communication & Information Flow

Support structured communication between:

- Country Boards
- Branch committees within each nation
- BDA members within each nation
- Relevant internal BDA teams

Responsibilities include:

- Circulating agreed Board updates to branch leads
- Supporting the preparation and distribution of national updates
- Collating feedback or issues raised by branches and ensuring they are shared with the relevant Country Board
- Recording key themes from branch or member engagement for Board visibility
- Supporting consistency of information flow across the four nations

The focus of this element of the role is coordination and facilitation of communication rather than strategic engagement leadership.

Governance Compliance & Record Keeping

- Maintain accurate records of appointments and terms of office
- Support induction and transition processes for Board members
- Ensure Board processes align with agreed governance procedures
- Maintain clear and accessible records of decisions and actions

Role Dimensions

Knowledge and Experience

The role requires knowledge of Microsoft Office systems (Word, Excel, Outlook), previous use of CRMs, databases and other IT systems would be advantageous.

An understanding of general office software including Teams, Office 365, PowerPoint, and SharePoint is essential.

Experience of working with meeting room technology is helpful.

A general understanding of governance and membership bodies would be helpful.

The role requires up to date knowledge and understanding of the BDA's work, its functions, processes, projects and guidance across the teams, to be able to provide comprehensive support to members.

Experience of working with customers and developing stakeholder relationships and notable demonstration of verbal and interpersonal communication skills.

Work Complexity and Judgement

This role requires some complex work involving solving queries and personal judgement, for finding the best solutions.

This role requires somebody with excellent communication skills to build relationships with board and committee members, work with volunteers and sometimes members of the public.

This role also requires somebody who is highly organised, flexible and able to switch between tasks and areas of focus frequently. They must be able to schedule the annual governance calendar. They must also be skilled at planning and managing their own workload, prioritising when required.

This role requires an understanding of the context and importance of boards and committees with the structure of the BDA, and accurate governance record keeping.

This role requires a positive can-do attitude, having a positive and pro-active, problem-solving approach to work being keen and willing to help.

The postholder needs to make connections between committees and their work to identify cross-committee opportunities and avoid duplication of work.

Impact on Reputational Risk

This role will work closely with BDA members, volunteers and stakeholders and therefore the post holder needs to ensure a professional approach in all communications.

This role will be responsible for formal, accurate record keeping and ensuring compliance with board and committee terms of reference and associated policies

Freedom to make decisions

The post holder makes decisions regarding scheduling the governance calendar, planning work, prioritisation and managing timescales and deadlines.

Emotional impact

This role encounters emotional impact occasionally when dealing with BDA members and calls from the public regarding personal health and wellbeing.

An ability to be empathetic and patient with stakeholders, members and different perspectives held by country board and committee members.

Customer Service

Providing high quality customer service to both BDA members and stakeholders and members of the public. Understanding that the members are the centre of the organisation and that our relationship with them is pivotal to BDA's success.

Strategic Plan 2034

The BDA implemented a new Strategic Plan in May 2024, projecting the organisation's activities to 2034. Familiarity with the objectives, KPIs and overall goals outlined [in this Strategic Plan](#) underpins all of the BDA's roles, goals and initiatives.

Person Specification

Skillset:

- Excellent communication skills and ability to liaise with members, external agencies, the public and suppliers comfortably.
- Ability to work under pressure, to meet defined deadlines and assist delivery of actions.
- Ability to prepare formal minutes and agendas, showing good writing and grammatical understanding.
- An organised and methodical approach to working whilst maintaining a confidential and a professional approach.
- Ability to demonstrate tact, diplomacy, flexibility and innovation.
- Empathy and a good listener, can diffuse situations, deal with occasional distressed members whilst demonstrating tact, diplomacy and flexibility.
- Work well in a team and also be pro-active and at times manage projects and workload.
- Highly organised.
- Perform consistently and be able to understand, support and understand BDA Values and strategic plan.

Experience and transferable skills showing:

- Preparation of accurate draft documents based on various sources of information.
- Working on differing activities whilst demonstrating a flexible approach and good attention to detail.
- Overseeing workflows to ensure accurate planning, thinking ahead, pre-empting of potential issues.
- A strategic and problem-solving approach and ability to oversee and view the bigger picture.
- Administrative, IT and customer facing experience, showing dynamic interpersonal skills.
- Numerate, ability to work with numbers, understand and record processes, keep accurate notes and monitor projects.
- Ability to listen and communicate on all levels, building strong relationships with stakeholders, whilst working as part of a team.

Knowledge of:

- Knowledge of Microsoft Office 365 (Word, Excel, etc), Zoom and MS Teams.
- Good standard of English Language, grammar and maths to at least GCSE level or equivalent.

- NVQ 3 / Business administration or equivalent qualification or working experience equivalent.
- Excellent communication skills and understanding of how to deal with people on all levels.
- Basic understanding of Governance or willingness to learn and develop in this area.

Changes to Role

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

Signed by
Job holder

Date

Signed by

Date