

**We've ambitions to change so much, to improve support for endometriosis –are you the experienced Volunteer Coordinator we need to help us?**

Thank you for your interest in the role of Volunteer Coordinator at Endometriosis UK. Endometriosis impacts on the physical and mental health of 10% of women and those assigned female at birth, from puberty to menopause - although the impact can be felt for life. Yet it's a disease many people have never heard of, do not understand, that we don't know the cause of and has no dedicated treatment. It costs the UK economy around £8.2 billion every year in healthcare costs, loss of work and treatments and yet it isn't recognised by most employers. As the UK's leading charity for all those affected by endometriosis, we're determined to change this and ensure that everyone gets prompt diagnosis and the best treatment and support.

We have big ambitions in our strategy, focused on supporting those with endometriosis, driving down diagnosis times, campaigning for improved treatments and access to services, raising awareness and leveraging more money into research. We place people with endometriosis at the heart of all we do, and with an average time to get a diagnosis of 8 years, the cause of the disease unknown and no cure, there is so much more they need and want. If we get our work right, we really can make a difference to the 1.5 million women and those assigned female at birth with endometriosis in the UK – and all those diagnosed in the future.

We have worked hard to increase our activities and grow our organisation so we can do more, and now have a team of 25 staff, and 200 trained volunteers who do a fantastic job providing support and so much more. As we grow, diversify and undertake more activities, we must ensure that we continue to be effective, with efficient and agile processes and decision making.

The Volunteer Coordinator sits at the heart of Endometriosis UK supporting a team of trained volunteers to facilitate the delivery of our support services. The Volunteer Coordinator is responsible for supporting volunteers at every stage of their volunteer journey, designing and delivering training, providing ongoing support and supervision, organising awareness events and delivering our monthly information webinar series.

This role will be a busy and varied and is key to the work undertaken by the Support and Information Team, particularly as we work to develop and strengthening our volunteer offer, attract new volunteers and better serve the wider endometriosis community.

We need to find the right person to take on the challenge and help the charity drive forward effectively. I hope you'll consider joining us so we can, together, do even more.

Best wishes

A handwritten signature in blue ink, appearing to read "Emma".

Emma Cox  
Chief Executive

## **JOB DESCRIPTION**

Job title:	Volunteer Coordinator - England
Reporting to:	Community Engagement and Volunteer Manager
Working hours:	Full time/ 37.5 hrs a week. (we will consider a 4-day week and/or flexible working for the right candidate)
Location:	Office-based (London Bridge), there is an option to work two days a week at home dependent on business need
Contract:	Permanent
Annual salary:	£31,000 - £32,000 (including London Weighting; pro rata if 4 days per week), depending on experience.
Closing date:	Wednesday 11 <sup>th</sup> February 2026 at 10am
Interview date:	Interview process will consist of 2 stages. Initial interview will take place online week commencing 23 <sup>rd</sup> February followed by a second-round interview in person.

### **About us**

Endometriosis UK is the leading UK charity supporting those living with endometriosis. Formed in 1981, we offer information and support, for example through our website, information leaflets and webinars, and via our local support groups, Helplines and online forum. As well as directly supporting those with endometriosis, we work to raise awareness of endometriosis amongst healthcare professionals, the public and the media; lobby for improved diagnosis, treatment and management; and support research. We have a big job to do and ambitious plans.

### **About the role:**

The Volunteer Coordinator role for the charity is key. This is an exciting opportunity to build on the successes and developments we've made to make a tangible difference to all those affected by endometriosis. This role aims to increase awareness and the availability of support for those facing isolation, loneliness and disadvantage due to endometriosis as we expand and strengthen our support services led by volunteers with lived experience of the disease.

The Volunteer Coordinator will ensure volunteers are supported at every stage of their journey to ensure the smooth running of our support services. This role is responsible for recruiting, onboarding and training volunteers whilst providing ongoing guidance and support. The Volunteer Coordinator is the main point of contact for volunteers helping to create a positive, inclusive and rewarding volunteering experience.

### **Job purpose**

This role sits at the heart of Endometriosis UK working closely with the Community Engagement and Volunteer Manager, Support and Information Administrator and our Volunteer Coordinators based in Scotland and Wales to facilitate the delivery of our support services through our network of volunteers.

At Endometriosis UK, our team of close to 200 trained volunteers are at the very heart of what we do. The empathy, generosity and commitment of our volunteers enables us to run all our support services, ensuring we can help and support all those affected by endometriosis.

The Volunteer Coordinator plays a key role in ensuring we support and grow a thriving volunteer network, this involves working with the team to recruit, mobilise and inspire volunteers in their chosen roles. The Volunteer Coordinator will ensure volunteers are supported at every stage of their journey to ensure those accessing our support services are well supported whilst ensuring the volunteer contributions are recognised and their achievements celebrated.

The Volunteer Coordinator will help to raise the charity's profile and work with the wider team to develop exciting new projects to achieve our ambitious goals.

### **Duties and key responsibilities**

In this role you will:

1. Recruit, screen and onboard volunteers across Endometriosis UK's support services and support volunteers through every stage of their volunteering journey.
2. Ensure volunteering opportunities are inclusive and accessible and volunteers are matched to support service roles according to their skills and interests.
3. Ensure ongoing monitoring, support and development of all volunteers, both ad-hoc and as part of regular scheduled supervision and peer support sessions.
4. Communicate regularly with volunteers regarding opportunities, expectations and updates.
5. Plan volunteer appreciation activities, track volunteer milestones and achievements and provide feedback and recognition.
6. Maintain accurate manual and electronic volunteer records and documentation.
7. Design and develop training programmes and lead on the facilitation of in-person and online training sessions for volunteers.
8. Support volunteers to adhere to volunteer related policies and procedures to safeguard them and those accessing our support services.
9. Adhere to organisational and volunteer related quality standards and operating procedures to help build a thriving support network service.
10. Review, monitor and develop services in response to community and organisational need and gather volunteer input where necessary.
11. Support with the development and delivery of online and face to face support events for the wider endometriosis community, this includes information days and webinars.

12. Work collaboratively with colleagues across the organisation to develop new volunteering opportunities and pathways as and when these arise.
13. Ensure the ongoing collection and analysis of volunteer and service data for internal and external use to demonstrate involvement and impact.
14. Assist with maintaining the charity database (CiviCRM), ensuring accuracy and consistency across records.
15. Support with the smooth running of the charity. We are a small, busy charity, and all staff help with the general running of the organisation in addition to their specific role activities.
16. Undertaking any other duties commensurate with the general level of responsibility of the post.

**Person specification:**

We are looking for a confident and proactive individual with experience of working independently in a goal-oriented environment.

1. Experience and confidence in recruiting, nurturing and managing volunteers
2. A proven track record of managing volunteers and identifying volunteer support and development needs.
3. Ability to motivate and engage diverse groups of people.
4. Ability to be creative and resourceful
5. Evidence of successfully developing relationships with stakeholders.
6. Experience of writing, planning and delivering successful training programmes.
7. Experience of creating resources and documentation to support volunteers.
8. Excellent written and verbal communicate skills, with proven ability to produce high quality written work and ability to communicate to a diverse range of audiences.
9. Understanding of volunteer related policy and good practice.
10. Experience of problem solving.
11. Experience of monitoring, evaluating and reporting services outcomes.
12. Strong IT skills, including standard Microsoft Office packages, databases and spreadsheets.
13. Experience of using CRM systems
14. Excellent attention to detail.
15. Excellent planning and organisational skills
16. Excellent time management skills and ability to prioritise effectively.
17. Good interpersonal skills, with a flexible, proactive and positive attitude, and ability to build relationships and motivate volunteers.
18. Ability to work creatively and professionally within a small team.
19. Understanding of living with endometriosis or a demonstrable interest in women's health and empathy with our mission.
20. Understanding and demonstratable commitment to equal opportunities, diversity and inclusion

21. Willingness to undertake travel around the UK, and some evening & weekend work, time off in lieu will be given
22. Willingness to undertake any other duties commensurate with the general level of responsibility of the post
23. Have the right to work in the UK and be based in the UK, with no restrictions on your eligibility to indefinitely work or reside in the UK.

### **Work location**

The role is based at Endometriosis UK's office at London Bridge, with hybrid working. Our hybrid working model allows for working from home up to 2 days per week, subject to business need.

Whilst the post is advertised as full time, we would consider part time for the right candidate. If so, the salary is pro rata.

### **HOW TO APPLY**

The closing date for applications is Wednesday 11<sup>th</sup> February 2026 at 10am.

Interview process will consist of 2 stages. Initial interview will take place online week commencing 23<sup>rd</sup> February followed by a second-round interview in person.

To apply, please send the following to [assistant@endometriosis-uk.org](mailto:assistant@endometriosis-uk.org)

- CV –maximum 2 sides of A4
- Cover letter outlining how you meet the person specification and why you are interested in this post - maximum 2 sides of A4

Please note that for capacity reasons, we are only able to get back to successful candidates on the status of their application.

We welcome queries from potential applicants. For an informal conversation about the job requirements please email [assistant@endometriosis-uk.org](mailto:assistant@endometriosis-uk.org) to request a call.