

Recruitment Pack

About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

Why Work for Us

- Hybrid working
- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave (plus bank holidays)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

Job Description

Job Title:	Health and Wellbeing Volunteer Officer
Responsible to:	Health and Wellbeing Volunteer Lead
Salary:	£32,770 per annum incl. OLV + 6% pension contribution (possible pay award pending April 2026)
Hours:	35 hours per week (part-time considered)
Length of Contract:	12 months/until 31 March 2027 (potential extension, funding dependant)

About BVSC

Bexley Voluntary Services Council (BVSC) supports a strong, sustainable and influential voluntary and community sector across the London Borough of Bexley. We work collaboratively with residents, volunteers, community organisations and statutory partners to strengthen local capacity, reduce inequalities and ensure volunteering is accessible and meaningful.

This role sits across two priority areas for BVSC:

- **Community health and wellbeing**, through the Bexley Buddies programme
- **Digital inclusion**, through the Digital Champions network

Together, these programmes support residents to connect, build confidence, and access services that are increasingly community and digitally led.

Purpose of the job

This is a blended role supporting two established BVSC programmes:

Bexley Buddies (approx. 2 days per week)

A volunteer-led initiative working with GP practices to address non-medical needs, reduce social isolation and support patient wellbeing through community-based activities.

Digital Champions (approx. 3 days per week)

A borough-wide volunteer network supporting residents to build digital confidence and access online services safely, particularly older people, disabled residents and those on low incomes. In the next phase of the Digital Champions programme, we will be specifically focussed on supporting residents to utilise online health management tools and apps.

We are looking for a Health and Wellbeing Volunteer Officer who will recruit, train and support volunteers across both programmes, build partnerships, coordinate

delivery, and ensure high-quality, inclusive volunteering opportunities that respond to local need. You will bring excellent communication and interpersonal skills to this community-facing role, with the ability to nurture and sustain relationships with residents, volunteers, voluntary sector partners and colleagues within GP surgeries.

Balancing a varied workload and competing priorities, you will draw upon your strong organisational skills to manage your time and schedule borough-wide activities, supporting and motivating volunteers to deliver a varied programme that empowers residents to manage their health effectively.

Key Responsibilities:

1. Volunteer Recruitment, Support and Development (Across Both Programmes)

- Recruit, induct, train and support volunteers, including Lead Volunteers / Digital Champions.
- Provide ongoing supervision, check-ins, recognition and development opportunities.
- Act as a first point of contact for volunteers and residents engaging with activities.
- Encourage volunteer feedback and use it to inform service improvement.

2. Bexley Buddies – Community Health & Wellbeing (approx. 2 days per week)

- Work with GP practices, Primary Care Networks, and community partners to co-design volunteer-led activities responding to non-medical patient needs.
- Nurture and support the development of participant-led groups, ensuring safeguarding, accessibility and sustainability.
- Build relationships with underserved communities to reduce health inequalities.
- Maintain accurate records, monitoring data and contribute to reporting and evaluation.

3. Digital Champions – Digital Inclusion (approx. 3 days per week)

- Coordinate BVSC's Digital Champions network, supporting partner organisations to host and manage volunteers.
- Plan and facilitate peer support sessions and networking opportunities for Digital Champions.

- Develop and deliver training that upskills and builds confidence of Digital Champions to navigate online health management tools and apps, creating guidance materials and resources.
- Manage our Digital Champion volunteers, creating a schedule of borough-wide support.
- Identify opportunities to expand digital inclusion support across community venues and services.
- Track outcomes, risks and progress, producing reports for funders and partners.

4. Partnership Development & Representation

- Build and maintain effective partnerships with GP practices, community organisations, local authorities and statutory services, under the guidance of the Health & Wellbeing Volunteer Lead.
- Represent BVSC at borough-wide, London-wide or national meetings and forums when required.
- Support outreach events, information sessions and cross-sector collaboration.

5. Governance, Safeguarding and Organisational Responsibilities

- Uphold BVSC policies and procedures, including safeguarding, GDPR, equality and health & safety.
- Identify and respond appropriately to safeguarding concerns.
- Contribute to team meetings, supervision, training and cross-departmental working.

While the duties outlined reflect the core responsibilities of the role, we expect all staff to be flexible and willing to take on other tasks as needed to support the smooth running of the service.

Please note that the base for this role is at the Engine House, Bexley, however as this is a community focused position, you will be expected to travel across the borough and work in various locations as required.

Person Specification

Essential:

- Experience of working in a person-centred way within charity, health, or care services.
- Excellent interpersonal skills and ability to engage with people from diverse backgrounds, demonstrating empathy and understanding.
- Experience of engaging and motivating people, including those disengaged from services or with health conditions, to participate in activities.
- Experience of facilitating group conversations and group activities, with ability to manage difficult interpersonal situations.
- Ability to build and maintain effective partnerships with professionals, community members, and voluntary sector organisations.
- Strong organisational skills, able to manage a varied workload and meet deadlines with minimal supervision.
- Experience of volunteer support and supervision, including recruitment, training, and ongoing engagement.
- Good IT skills, including experience using Microsoft Office (especially Excel) and CRM or data management systems.
- Experience of working with confidential information and understanding of GDPR and safeguarding principles.
- Demonstrated ability to identify and evidence outcomes, using feedback and monitoring data to inform service improvement.
- Have access to own transport (car, motorbike, bicycle) and able to travel efficiently across the borough.

Desirable:

- Knowledge of health inequalities and wider determinants of health.
- Understanding of digital inclusion challenges and online public services.
- Experience working with GP practices, Primary Care Networks or NHS partners.
- Knowledge of the local voluntary and community sector in Bexley.
- Experience supporting co-produced or volunteer-led community projects.
- Knowledge of NHS digital services, online health tools, or local council digital initiatives.

Additional Information:

- Some evening or occasional weekend work may be required.
- The role is subject to satisfactory references and an enhanced DBS check.
- BVSC is committed to equality, diversity and inclusion and welcomes applications from all backgrounds.

Please submit your covering letter **addressing each of the person specification points above**, your CV and monitoring form by **23:59 on Sunday 29th of March 2026** to: humanresources@bvsc.co.uk

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team (on the email provided above) who can arrange this.