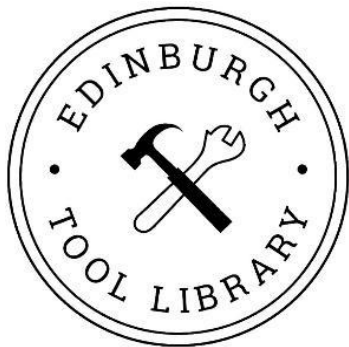




Job Title:

VOLUNTEER MANAGER

Supporting, co-ordinating and championing our volunteer community.

Contract period: Permanent

Starting: November 2026

Pay: £ 26, 800per annum pro rata

Hours: 0.6 FTE. **Flexibility for working evenings and weekends is required.**

Meets with: Director, Workshop Manager, Tool Libraries Manager, Community Engagement Manager, Resource & Repair Manager

Accountable to: ETL Director, ETL board of trustees

About The Edinburgh Tool Library (ETL)

Edinburgh Tool Library is the UK's first tool library, established in 2015 to promote sharing as a way of reducing our environmental impact. We lend our members tools for DIY, gardening, decorating and repair so that they don't need to own them. Not only does this collaborative approach make sense environmentally, it also helps our members financially.

Members can borrow tools to use at home from permanent tool libraries in Meadowbank and Portobello, and our pop-up locations in Wester Hailes and Colinton. They have access to our Leith Community Workshop & Learning Space.

As well as our member services, we run a variety of community learning programmes in partnership with other charities, classes and training and a variety of volunteer-led initiatives (Repair Cafe Edinburgh, ETL Retrofixers, the Volunteer Assembly programme). We are on the steering group of the Scottish Share and Repair Network, run by Circular Communities Scotland, helping other sharing and tool libraries pop up successfully all around Scotland.

Without the commitment and initiative of our volunteers, the Edinburgh Tool library couldn't be what it is today: a simple resource that has grown to reach and help many communities and that keeps on inspiring and bringing together members and sharers in Edinburgh, Scotland and beyond, and volunteers themselves.

VOLUNTEERS AT ETL

Volunteers are at the heart of the Edinburgh Tool Library. They run the borrowing sessions, support members at the book-a-bench workshop sessions, repair tools, update the inventory, help with community builds and much more! We have over 90 active volunteers currently.

ABOUT THE ROLE

The Volunteer Manager role is a challenging but very rewarding position. It will require flexibility and adaptability in your working patterns, will be highly social and hands-on, and will give you a full insight into the core services and programmes of the Edinburgh Tool Library.

You'll support volunteers throughout their journey with us, help run core library and workshop services, coordinate volunteer-led initiatives, and strengthen communication and wellbeing across the organisation.

This role is ideal for someone who enjoys building and nurturing relationships, organising information, and creating welcoming and accessible pathways into volunteering.

WHAT YOU'LL DO

Volunteer journey & wellbeing

- Coordinate monthly rotas and identify volunteer needs across ETL
- Develop accessible routes into volunteering, including supporting participants who face barriers
- Onboard, train, and support new volunteer cohorts
- Maintain and improve onboarding materials and training resources
- Support volunteers to take on leadership roles and build confidence
- Promote clear, concise communication across the volunteer and staff team
- Check in regularly with volunteers and nurture a strong sense of belonging and ownership within the organisation
- Organise team-building activities and socials
- Cover volunteer shifts when needed due to illness or absence
- Contribute to monitoring, evaluation, and reporting on the volunteer experience
- Stay up to date with best practice in volunteer management
- Support and grow volunteer-led "Tooligan Initiatives" (e.g., Retrofixers, Access All Areas working group)
- Continue to develop ETL's volunteer strategy
- Any other tasks that contribute to a better ETL and that you have time for!

ETL Retrofixers

ETL Retrofixers is a volunteer project that supports Edinburgh residents experiencing fuel poverty by installing simple draughtproofing measures.

You will:

- Arrange draughtproofing visits with residents.
- Coordinate volunteers and a staff member to attend appointments.
- Organise volunteer training and short public workshops.
- Collect feedback and report to the council.

This part of your job will take less than a day a week, and you are not expected to attend the draughtproofing visits.

PERSON SPECIFICATION

Knowledge and qualifications

Essential

- Understanding of effective communication principles
- Eligibility to work with individuals facing barriers (PVG scheme)
- Strong computer literacy

Desirable

- Familiarity with Slack and G-Suite
- Basic Wordpress knowledge
- Basic graphic design skills (we use Canva)
- Understanding of team development cycles
- Clean UK driving licence

Skills and experience

Essential

- Experience managing volunteers
- Ability to organise information and disseminate it in a clear way
- Ability to manage multiple channels of information and multiple projects simultaneously
- Experience as a volunteer
- Strong leadership, organisational and customer service skills
- Ability to communicate effectively with a wide range of people
- Experience developing policies and procedures using best practice
- Experience in community engagement or community-led projects
- Experience building and maintaining relationships with partner organisations

Desirable

- Experience managing communication channels and strategy
- Knowledge of tools and tool use
- Experience facilitating meetings or team activities
- Experience working on grant funded projects (applications, reporting, managing budgets)

Aptitudes

Essential

- Collaborative and people-focused
- Friendly, positive and approachable
- Strong attention to detail
- Sensitivity, empathy and care in listening to others
- Confidence and joy in starting conversations and building rapport
- Autonomy in managing your own work
- Flexible, adaptable, and patient
- Willing to get hands-on!

OTHER DETAILS

Working relationships

ETL is a small organisation, and you will be at the heart of it, having relationships with all volunteers, staff members, and tool library members. We are building a community, and we have an open door policy for all members of that community, including you.

Local travel and flexibility

We have small office spaces in each of our locations, but you will work mostly from our main staff base at Tennant Street in Leith.

The position will also require flexibility and mobility. You'll need to be able to catch up once or twice a week with volunteers across our different locations at times that can work for them, which sometimes are only evenings or weekends.

The position will also sometimes require local travel beyond our locations to other communities or charities around Edinburgh.

If you have a full UK driving licence, you will have access to our electric van.

Further info

- We are an accredited Living Wage Employer, and an Equal Opportunities Employer.

The Edinburgh Tool Library is a Scottish Charitable Incorporated Organisation and has the charity number SC045162.

- We give staff Sustainable Travel leave on top of existing holidays.
- This is a core staff position, and is funded through the core income of ETL, not linked to a specific funder. There is potentially scope for more hours in the future.

Useful link

If you're new to our community, we highly recommend you to read through our current Volunteer Handbook as it will give you a quick insight in what the tool library is about and how we get our volunteers involved:

<https://edintool.gitbook.io/wikitool/volunteering/started/before-your-start>

THE APPLICATION PROCESS

Applicants should enter their contact details, fully answer the four questions in our application form and upload a current CV. Please note that due to the expected volume of applicants, we will apply the essential criteria strictly.

As part of this recruitment process we think it is important to hear your genuine voice, so we ask any applicants to **refrain from using AI in writing their application.**

The closing date for the application is **midnight on Sunday 20th September**. We are anticipating a great deal of interest in this position, and as such, will not automatically give individual feedback on applications that do not result in an interview. We do, however, appreciate the time put into applications, and if you contact us for specific feedback, we will do our best to provide constructive comments. **If you haven't heard from us by 5pm on Wednesday the 23rd of September, then you have not been invited to the interview stage.**

Applicants must be available for an interview on **Tuesday the 29th of September**, and **be able to start work in early November.**

We encourage applicants from across the community. If there is anything we can do to make the process more accessible, please get in touch.

Questions

If you have any unanswered questions or would like to discuss the position in more detail, please drop a line to Chris at chris@edinburghtoollibrary.org.uk