

HELEN BAMBER FOUNDATION

Training and Volunteer Coordinator
Job Description
November 2026

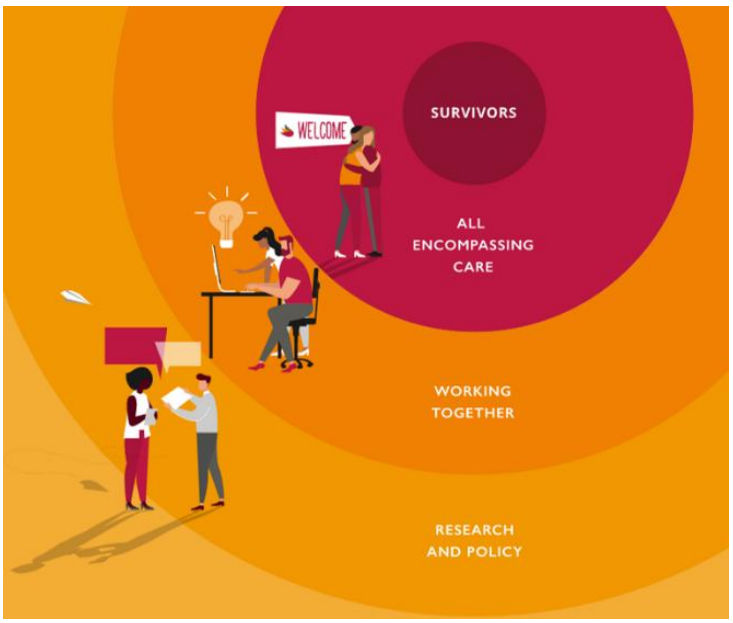
HELEN BAMBER FOUNDATION
strength to fly

OUR HISTORY AND PURPOSE

The Helen Bamber Foundation, founded in 2005 by the pioneering human rights advocate Helen Bamber, was created to reflect the evolving global patterns of violence and persecution. Helen Bamber, who entered Bergen-Belsen Concentration Camp in 1945 as part of one of the first rehabilitation teams, recognised that all survivors of extreme violence – regardless of the perpetrator – require safety, legal protection, and medical and emotional support.

In 2020, the Helen Bamber Foundation joined forces with Asylum Aid (established in 1990) to form the Group. Asylum Aid specialises in providing legal representation to vulnerable individuals seeking asylum, focusing on the most complex cases including survivors of trafficking, children, and stateless people. Asylum Aid is a leading actor in strategic litigation and advocates for policy and systemic changes to remove barriers to protection and justice. Asylum Aid maximises its impact by providing training and working in partnership with other organisations. Asylum Aid is a wholly owned subsidiary of the Helen Bamber Foundation.

Today, the Helen Bamber Foundation's unique Model of Integrated Care (MoIC) provides holistic support encompassing therapy, legal advocacy, medical treatment, and practical assistance, helping survivors rebuild their lives with safety, freedom, and dignity. Using our expertise, we drive best practice and systems change to deliver for all survivors.



ABOUT US

Vision: All survivors of trafficking, torture, and extreme human cruelty have safety, freedom, and power.

Mission:

- **Support**: Using our Model of Integrated Care and legal expertise, we protect survivors from persecution, re-trafficking, exploitation, and abuse.
- **Collaborate**: Working with individuals with lived experience and key partners, we tackle systemic challenges facing survivors, train practitioners, and promote best practices to support more people.
- **Advocate**: Drawing on our unique expertise, we drive policy and systemic changes to improve access to protection and uphold the human rights of survivors.

"I feel worth now when I am around other people. I don't constantly worry what others may think of me and whether they are judging me… I feel like a human being. I feel like I'm catching up on life."
A client of the Helen Bamber Foundation



Our Values:

Principled: We are outraged at the injustices that survivors of torture, trafficking and human cruelty face in securing safety and in rebuilding their lives and we work respectfully to address them.

Determined: We are Human Rights Advocates committed to securing justice for all survivors and will not stop until we have done so.

Welcoming: We maintain a safe, warm environment for individuals, groups and professionals to connect, to recover and to contribute.

Collaborative: We work holistically with individuals, through our Model of Integrated Care, and in partnerships with other organisations, to ensure the greatest impact on all survivors of torture, human trafficking and human cruelty.

Innovative: We respond and evolve according to the needs of the individual, the community and to ensure necessary change across the sector in the UK, Europe and Globally.

Expert: We are a Centre of Excellence, providing experienced and professional support, advice and information in our work with individuals, partners and government.

EQUITY, DIVERSITY AND INCLUSION

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates because we are keen to make sure that all our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in.

We genuinely welcome and encourage applications from candidates from range of backgrounds, especially people of colour, people with disabilities, people from low socio-economic backgrounds, refugees, stateless people and others with lived experience of forced migration or trauma who are under-represented in our organisation.

We recognise and value the role of lived experience in meeting the needs of our clients and acknowledge the under-representation of people with lived experience of forced migration, statelessness and trauma in the refugee and migration sectors. We value experience gained overseas as well as in the UK and you will receive full training to enable you to transfer your knowledge and skills to the UK context.

ABOUT THE ROLE

OVERVIEW OF THE ROLE

We are looking for an enthusiastic and organised Volunteering and Training Coordinator to join the People Team at the Helen Bamber Foundation Group, supporting volunteers and staff across both the Helen Bamber Foundation and Asylum Aid. Volunteers play a critical role in improving outcomes for survivors, providing invaluable support across numerous areas, including as GPs, Assistant Psychologists and Yoga Teachers. The successful candidate will lead the recruitment, onboarding, support and development of over 30 volunteers at any given time, helping to ensure they have a positive experience while meaningfully contributing to the mission of the Group. They will also coordinate and support with the delivery of internal and external training, while contributing to the development and implementation of a new Group-wide training strategy.

MAIN DUTIES AND RESPONSIBILITIES

Volunteer Support and Coordination

- To manage volunteer recruitment and the onboarding of new volunteers.
- To provide comprehensive induction, ongoing one-to-one support and development opportunities for volunteers
- To maintain volunteer records and data in a confidential manner
- To develop initiatives and celebration events (such as *Volunteers' Week* activities) to reward and retain active supporters.
- To maintain and develop links and partnerships with external volunteering schemes and universities
- To attend external volunteering events including university and corporate volunteering fairs etc.
- To support staff members in managing volunteers, balancing the competing needs of multiple teams
- To implement new strategies to recruit and manage our volunteers, increasing the reach, accessibility and impact of volunteering at the HBFG

Training Coordination

- To support on the development of a new Group-wide external training strategy
- To provide administrative support for staff delivering external training, including inbox management and webinar administration
- To facilitate the delivery of mandatory and ad-hoc internal training
- To lead on the organisation of monthly Lunch and Learn sessions
- To share and facilitate other professional development opportunities for staff and volunteers

Other

- Maintaining the values of the charity and positively promoting the work and activities of the charity at all times
- Undertaking any task that may be requested from time to time that may be consistent with the nature and scope of this post
- Championing diversity and inclusion in your role at all times.

PERSON SPECIFICATION

Essential

- Experience working with and coordinating volunteers or managing community networks with high turnover.
- Experience of coordinating activities, projects or services and managing competing priorities.
- Experience of supporting the delivery of online and in-person events.
- Experience of building positive relationships and communicating effectively with a wide range of people.
- Experience of working independently and managing own workload
- Excellent organisational skills, time-keeping and record-keeping
- Experience of operating in a modern digital workplace and using digital databases. tools and systems to work collaboratively and productively, working within policies, procedures and guidance.
- Experience of maintaining accurate records and using databases or digital systems.
- Awareness of confidentiality/data protection
- Commitment to Helen Bamber Foundation's values and mission.

Desirable

- Experience of working in the charity sector/non-profit sector
- Experience of working with refugees and asylum seekers and/or other vulnerable people.
- Knowledge of the challenges facing vulnerable clients including people seeking asylum, seekers, refugees and survivors of torture, human trafficking, and a demonstrable empathy for this client group.

Please be aware that that we work with individuals who have experienced highly traumatic events, and it is likely that you will hear or read about extreme human cruelty and resulting mental health challenges during the course of your work. This is challenging for everyone, and we encourage you to share any difficulties you are facing with your line manager who will be able to direct you to appropriate resources to support you. Whilst you will be supported by your line manager and the surrounding team, you should also be able to demonstrate knowledge of self-care principles needed to manage working in such a work environment and be able to collaborate in the dissemination of those principles to other members of the team.

REPORTS TO

You will report to the Director of People

SALARY

£28,900 (rising to £30,128 no later than by May 2027)

HOURS

9 – 5.30pm, 22.5 hours per week (part-time), with 60% office presence

LOCATION
Old Street, London

START DATE
January 2027

BENEFITS



Annual Leave
27 days plus bank holidays (increasing to 29 days after three years of service, and to 30 days after five years of service) plus up to 4 discretionary days for the winter closure period



Wellbeing support
Three wellbeing days a year (pro-rated for PT staff), a confidential 24/7 helpline through our Employee Assistance Programme, a 2 week winter-closure period, free fruit in the office, free flu jabs, corporate eyecare scheme and much more!



Training & development
An individual training budget on training for you and monthly Lunch and Learns with external and internal speakers



Employer pension contributions
We provide competitive pension contributions of 4%



Group reflective space
We offer monthly group reflective spaces for all staff.



Reasonable adjustments
Occupational health assessments as necessary to understand how we can support and make reasonable adjustments



Family friendly policies & work life balance
We care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance. We also provide enhanced maternity, paternity, adoption, family reunion and shared parental leave



Sabbatical Leave
Opportunity to apply for sabbatical leave after three years of service (conditions apply)



Employee experience
We have an Equity, Diversity, Inclusion and Belonging Working Group, monthly staff meetings, and three staff away days a year!

HOW TO APPLY

The first stage is to complete on our online application form on our website by 10am on Thursday 3rd December.

The website form will ask you to:

- Upload a short covering letter. Please tell us why the position appeals to you, and how your relevant skills and experience, including any voluntary experience and lived experience, matches the listed responsibilities and person specification.
- Upload your current CV
- Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional and this information will not be available to members of the selection panel.

TIMELINE

Closing date: Thursday 3rd December
Preliminary interviews (online): Tuesday 8th December or morning of Wednesday 9th December
Final panel interviews (in person): 16th or 17th December (to be confirmed)

SELECTION PROCESS

We will invite candidates to an initial 15-minute online screening meeting on 8th or 9th December followed by shortlisted candidates attending in-person interview on 16th or 17th December. We will also ask you to complete a short exercise on the day.

At Helen Bamber Foundation we want to be transparent about what kind of qualities we are looking for and build trust from the very beginning of your journey with us. The first step is your interview, and we mean 'your' interview so we will provide you with your interview questions ahead of the interview. This will

allow you time to prepare, and ensure you have your best examples in mind.

We offer a guaranteed initial interview for refugees, stateless people and others with lived experience of forced migration, provided that they fully meet and have the relevant experience or skills in relation to the essential criteria.

We regret that we can only respond to applicants who make it to the interview stage.

ADJUSTMENTS

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

ELIGIBILITY

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

SAFER RECRUITMENT

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of young people and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults. The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Successful candidates will also be subject to a DBS check. If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records status throughout your employment and to disclose any relevant convictions incurred during your time with us. You will also be subject to a public online search.

EXPERTS BY EXPERIENCE SUPPORT

We are also proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims

to increase representation of people with lived experience in the refugee and migrant sector. If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can seek independent and confidential support with your job application from the Experts by Experience Employment Network. They can help you in preparing your job application by providing one-on-one mentoring support to review your CV, cover letter or provide interview preparation. To request job application support or general one-to-one career advice and mentoring, please click here.

STATEMENT ON ARTIFICIAL INTELLIGENCE (AI) AND RECRUITMENT

At Helen Bamber Foundation we don't make decisions based on artificial intelligence (AI). We have a human approach to hiring and all applications are reviewed and assessed by our team.

Similarly, what we are most interested in hearing about is your individual motivation, experience, skills and values. AI doesn't know about you or what motivates you – we want to hear from you.

AI may be a helpful tool, but typically leads to generic answers repeated by multiple candidates, not stand out applications. Please make sure that your responses reflect your own thoughts and experiences.

TO FIND OUT MORE

To find out more about this role, please contact jobs@helenbamber.org.

"There are times when you despair in our ability to make any sort of difference. But I say to people that we are all part of a mosaic. We can all be influential in our own fields and ways."
Helen Bamber, OBE (1925 - 2014)