

Volunteers Coordinator

INFORMATION FOR
PROSPECTIVE CANDIDATES



**Keswick
Ministries**

HEARING BECOMING SERVING

Introduction and Context

Keswick Ministries is a Christian organisation based in the heart of the Lake District. Since 1875, Christian believers have gathered in Keswick for an annual Convention where they can *Hear God's Word, Become like God's Son, and Serve God's Mission*. This summer, we welcomed around 10,000 adults and 3,500 children to the event.

The Convention is beloved by Christians across the UK and far beyond, with associated events taking place around the world. It is known for its rich and faithful bible teaching and Christian fellowship in the heart of a beautiful national park. It is completely free to attend, making it as accessible as possible to all.

Keswick Ministries is growing: the Convention is becoming increasingly popular for children and young people, and with the acquisition of a fantastic large site in the heart of Keswick we are developing our year-round ministry to serve and bless the church.

The Convention is only possible because of the nearly 700 volunteers who give their time sacrificially. Others give time and energy throughout the year. We want to care for them with excellence and help them joyfully flourish, even as they expend themselves for Keswick Ministries and our vision. We are therefore looking for someone to join our team who has a vision to serve them, even as they serve us.

In addition to the flagship Convention, we also produce resources, both printed and digital, that point to Christ and help with daily discipleship. We have year-round ministry events to feed God's people. We are also a catalyst for the Keswick Fellowship, a fellowship of Bible Conventions in the UK and around the world that originate or draw their inspiration from the Keswick Convention.



Letter from CEO

We are thankful to God for the many opportunities he is bringing us. We want to be able to help believers grow in their walk with Christ, refresh the church and have a passion to see the gospel go to all peoples. And it takes a staff team to deliver that vision. We are therefore seeking to build our staffing capacity as we continue to grow, and this role of Volunteers Coordinator is key to being able to deliver the vision we believe the Lord is calling us to pursue. We are looking for someone with a heart for people and an eye for detail, who is motivated by Jesus Christ to serve others with excellence. I look forward to meeting you!

In his grace



Mark Ellis



Letter from Head of Ministry Operations

We are experiencing an exciting time of growth at Keswick Ministries. This last summer we celebrated 150 years of the Keswick Convention, thanking God for his faithfulness and generosity. We're hugely grateful to our vast team of Volunteers who come to Keswick each year and serve selflessly. We are thrilled to be looking to appoint someone who will support our Ministry Operations team – ensuring our volunteers are well-supported and equipped to serve well each year. We are seeking a highly organised individual with excellent people skills to join our dynamic, fast-paced office, playing a crucial role in strengthening the infrastructure that enables our volunteers to thrive and our ministry to flourish.

In Christ



Emma Cooper

Volunteers Coordinator

Role Description

Working hours: FT contract 37.5 hours per week (PT may be considered)

Starting date: January 2026 (preferred)

Location: Keswick Ministries Offices, Keswick, Cumbria

Reports to: Volunteers Manager

Job Purpose

To support the Volunteers Manager in providing administration support for the recruitment, onboarding and accommodation needs for the 700+ volunteers and contributors who support the annual Keswick Convention. This will include support to the Kids & Youth Ministry Lead regarding volunteer team related tasks.

Responsibilities include:

Volunteer Processing and Onboarding

- Process volunteer applications through the Volunteer Management System (Beacon)
- Request and process volunteer references
- Assist volunteer email or phone communications and respond to volunteer enquiries
- Process ID checks for volunteer roles requiring a DBS
- Provide volunteers with expense forms
- Assist at the Kids and Youth Training Day (May)
- Intensive volunteer support during the 3 weeks of the Keswick Convention

Accommodation Administration

- Support the Volunteer Manager with the allocation of volunteers and contributors to properties
- Collect keys from property providers
- Support volunteer arrivals and departures (during the 3-week Keswick Convention)

Office Support

- Respond to office phones
- Support the team in various administrative tasks, as required.
- Collaborate with other departments to ensure smooth workflow and communication.

Person Specification

Skills & Abilities

- Excellent interpersonal and communication skills, both written and verbal.
- Strong organisational and time-management skills with the ability to manage multiple tasks.
- Ability to motivate and support volunteers from diverse backgrounds.
- Competent in using digital tools and databases for volunteer management. We will provide training on the specific packages.
- Strong attention to detail.

Personal Attributes

- Wholehearted belief in and commitment to KM's statement of beliefs and values - [About Keswick Ministries - Keswick Ministries](#)
- Empathetic and approachable with a genuine passion for community engagement.
- Proactive and solution-focused with a flexible approach to work.
- Ability to work independently and as part of a team.

Desirable Criteria

- Experience in coordinating volunteers.
- Understanding of volunteer management best practices, including recruitment, training, and retention.
- Knowledge of safeguarding, health and safety, and equality and diversity principles.

Key Details

Contract – Permanent

Hours – 37.5 hours

Location – Hybrid; Tuesday/Wednesday/Thursday onsite in the Keswick office

Salary – £26-28k per annum depending on experience

Pension – 8% employer contribution and Salary Sacrifice option

Holidays – 25 days plus bank/public holidays. This includes four days between Christmas & New Year

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion*, sexual orientation, age, veteran status or other category protected by law. **Due to the nature of the work, there is an Occupational Requirement that the post holder is a practicing Christian under the Equality Act 2010, Part 1, Schedule 9. Employees are required to agree to Keswick Ministries statement of beliefs and values.*

Start Date: January 2026

How to apply – Please send a **CV**, a **cover letter** as to why you want this role, and completed **application form**. Application form available from: keswickministries.org/join-the-team/. Please send these three items to jobs@keswickministries.org

Closing Date – Monday 8 December 2025

Interviews – Tuesday 16 December 2025