Job Description

## Job Title: Volunteer Programme Manager

**Department:**  Information and Helpline

**Reports to:** Head of Information and Helpline

**Direct Reports:** Volunteer Administrator

**Location:** Head office, Hammersmith, London

**Purpose of the Job:** To lead (recruit, manage, organise training and deploy) volunteer support in an integrated way across Turn2Us programmes and be a resource of expertise and experience in volunteer engagement and management across the organisation as a whole.

**Key Responsibilities and Accountabilities**

1. **Lead the recruitment and management of a diverse volunteer pool that is representative of those we exist to support with a clear mandate to improve the impact of Turn2Us programmes**
2. **Organise appropriate induction, training and ensure ongoing support of volunteers and those they are supporting including wellbeing, safeguarding and quality standards**
3. **Support fundraising proposals to include practical, and high impact volunteer opportunities**
4. **Act as a thought leader in volunteer engagement and management across the organisation as a whole**
5. **Line management of Volunteer Administrator**

**Duties:**

**Lead the recruitment and management of a diverse volunteer pool that is representative of those we exist to support with a clear mandate to improve the impact of Turn2Us programmes**

* Develop a vision for the scope and impact of the Turn2us Volunteer Programme along with definitions of the outcomes (for both Turn2us and Volunteers) that the programme will deliver
* Build relationships with relevant groups (community groups, other organisations, sponsoring organsitions - this last facilitated by relevant staff in the Fundraising team) to support the acquisition of a truly diverse pool of volunteers
* Work with volunteers, lived experts and programme delivery teams to ensure volunteer programmes are co-produced and co-designed for increasing our impact
* Work with the grants team to support recruitment of volunteers with lived experience of financial hardship who can give appropriate support to Turn2Us grantees and other users of Turn2Us services as required (the postholder is accountable to the Head of Grants or their delegate for this aspect of the role)
* Work with Information & Helpline to develop, support, monitor and help deliver recruitment of volunteers for agreed Information, Advice and Guidance activities.
* In recruiting volunteers, use standard Turn2us policies and procedures wherever possible. Work with HR to ensure compliance with relevant legal requirements
* Follow best practice in recruitment (including DBS checks, Data Protection agreements etc) drawing on the support of HR
* Risk assess all volunteer roles ensuring safeguarding systems are embedded in all approaches
* Organise inductions of volunteers so that they feel part of Turn2Us and are strong ambassadors and representatives of the organisation
* Work across the organisation to support programmes to embed good volunteering practice
* Support the Volunteer Administrator in co-ordinating volunteer visits to Turn2Us grantees, ensuring appropriate safeguarding and wellbeing practices are in place and visits are based on grantees’ expectations
* Ensure proper records are kept of volunteer activities using either Grants team or Contact Centre system as required by a given programme
* Support other teams in the organisation to deploy volunteers into existing and new programmes and partnerships
* Develop monitoring, reporting and complaints processes for volunteers to help the organisation to learn, improve and monitor the impact of volunteering
* Ensure volunteer role descriptions are fit for purpose and clearly define safeguarding responsibilities
* Co-develop strong evaluation, learning and insight methodologies so that we are continuously measuring the impact of our volunteer programmes

**Organise appropriate training and ensure ongoing support of volunteers and those they are supporting including wellbeing, safeguarding and quality standards**

* Work with HR to develop core competencies for volunteers and identify appropriate induction and training programmes for volunteers both internally and externally
* Create role descriptions, training programmes and recruitment processes to support the achievement of agreed outcomes for both volunteers and Turn2us
* Work with Safeguarding Officer to ensure best practice in safeguarding including clear complaints mechanisms and a person-centred approach
* Work with Co-Production Officer to ensure best practice on working with lived experts as volunteers
* Develop, in co-production, quality standards based on core competencies for volunteers *or* work to implement an agreed quality standard for Third Sector organisations working with volunteers
* Work with the Volunteer Administrator to ensure strong relationships and ongoing 2-way communications systems with volunteers

**Support fundraising proposals to include practical, and high impact volunteer opportunities**

* Work across the programmes and partnerships directorate and with fundraising to ensure fundraising proposals appropriately build in costs and cost recovery for volunteers
* Support the design of volunteer programmes embedded into fundraising proposals
* Work with volunteers and lived experts to co-design best practice in volunteering for fundraising proposals
* Write case studies, learning and good practice reports that can be used for demonstrating the value and impact of volunteering for fundraising (and other as necessary) purposes

**Act as a thought leader in volunteer engagement and management across the organisation as a whole**

* Deliver regular training to Turn2us staff to ensure best practice in volunteer engagement, management and recruitment
* Through involvement in the Operational Management Team, provide leadership in embedding volunteering across the organisation
* Sharing learning externally, and keep up to date with latest thinking by engaging in relevant networks and volunteer organisations

**Line management of Volunteer Administrator**

* Line manage the Volunteer Administrator through objective setting, regular 1-1 meetings, and performance reviews
* Ensure the Volunteer Administrator has appropriate support, training and growth opportunities

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the Charity. The post holder will be expected to ensure that their work complies with the Charity’s policies and procedures and key legislation including the General Data Protection Regulation (GDPR) and charity law. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

**Person Specification**

**Skills and Experience:**

Essential:Excellent relationship building skills

Leadership and management skills

Excellent organisational and administration skills, including attention to detail and effective prioritisation of competing tasks using own initiative

Experience with MS Office and database management

Excellent communication skills (written and verbal)

Experience of managing own workload, reacting to changing circumstances, prioritisation and meeting deadlines

**Knowledge and Specialist Experience:**

Essential:Experience of building and leading volunteer programmes in a relevant area

Broad experience of working with a diverse range of volunteers

Experience of managing multiple ongoing initiatives, including

monitoring and reporting of performance against KPIs

Good understanding of safeguarding

Understanding of charitable work and the voluntary sector

Knowledge of volunteering good practice and its practical application

Experience and understanding of the role of volunteers working alongside paid staff, including relevant regulatory issues

Experience in the promotion of volunteering opportunities through a range of different mediums and in the recruitment of volunteers

Desirable: An ILM Level 3 Management of Volunteers or equivalent qualification

Understanding of the Investing In Volunteers accreditation

Understanding of working with lived experts ideally in co-production

**Other specific Attributes:**

Essential: High level of interpersonal skills including networking

Excellent written and spoken communications skills to a wide range of audiences

Ability to work effectively both independently and in a team

Share the organisation’s values: compassionate, open, collaborative, innovative and driven