

Job description

Volunteering Development Officer

Hours

20 hours per week

Contract

Permanent

Role profile and grade

OS35A, Grade 3

Salary

£34,653 (pro-rated to £18,481.60)

Location

Hybrid (Cheadle and home-based with travel required across our services)

Reports to

Head of Workforce Analytics & Operations

Type of DBS required

Standard

Job purpose

To develop and maintain consistently high standards in volunteer management and development across Together Trust, ensuring our volunteers have positive experiences throughout their journey with us and that the people we support benefit from impactful volunteering activity.

Key responsibilities

- Deliver action plans in line with our Volunteering Strategy.
- Lead on all aspects of Volunteer Service activity, with responsibility for delivery against agreed targets and KPIs.
- Oversee all aspects of the 'volunteer journey', from attraction, through recruitment, onboarding, development, and exit.
- Line manage the Volunteer Coordinator.
- Support Together Trust services to engage positively with volunteers and work with them to co-design suitable volunteering roles.
- Act as the main point of contact for all volunteering matters at the Trust.
- Plan and lead on volunteer attraction and recruitment activities, ensuring appropriate audiences are targeted effectively and inclusively.
- Lead on volunteer recognition activity across the organisation in a way that fosters a sense of belonging and appreciation.
- Monitor and take appropriate action to ensure that the Trust's commitment to equity, diversity, and inclusion is embedded across the volunteer workforce.
- Ensure agreed volunteering processes and procedures are followed.
- Facilitate and deliver volunteer induction and training.
- Support volunteers less confident in their role.
- Ensure volunteer records and systems are up-to-date and accurate.
- Manage the volunteer application process, ensuring Safer Recruitment procedures are followed effectively and reliably.
- Collect, track, and analyse progress and outcomes data, and plan interventions as necessary depending on results.
- Establish and grow effective relationships with key external bodies such as volunteer centres, universities, colleges and other relevant agencies to develop volunteer recruitment and to keep abreast of industry best practice.

Professional development

Maintain consistent high professional standards and act in accordance with the relevant Professional Code of Conduct. Employees are expected to participate in the performance review process.

Standard Requirements for all roles

The post holder will embrace the core values of the Together Trust, which are:

- **Positive** - We take pride in celebrating the difference we make
 - **Professional** - We act in a fair and respectable way that recognises our collective expertise
 - **Passionate** - We encourage creative ideas and inspire one another
 - **Supportive** - We are considerate and caring towards one another.
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- **Confidentiality:** Confidentiality/data protection regarding all personal information and Trust activity must be always maintained (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action may be taken.
 - **Code of Conduct:** Maintain a consistently high standard of conduct and to provide the highest standard of service in accordance with the Trust Code of Conduct for all employees.
 - **Equal Opportunities:** Promote the concepts of equality of opportunity and managing diversity Trust wide.
 - **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors, and employees.
 - **Professional standards and performance review:** Maintain consistent high professional standards and act in accordance with the relevant Professional Code of Conduct. Employees are expected to participate in the performance review process.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay grade. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder.

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications and training	NVQ level 3 in Management or equivalent level qualification in a relevant field	ILM Level 3 in Management of Volunteers Training, learning or development qualification
Experience and skills	Significant experience of recruiting, training and supervising volunteers Understanding of Safer Recruitment processes A proven track record in successfully delivering complex volunteer projects and objectives to tight deadlines Significant experience of creating and managing volunteer recruitment campaigns for difficult to fill volunteer roles	Coaching & mentoring skills Use of AI and digital tools to facilitate day-to-day tasks Experience of line managing paid employees Experience of community transport sector Experience of event coordination

	Experience of using online volunteer management systems (or HR equivalents)	
	Excellent communication skills and ability to communicate positively with different audiences and stakeholders verbally and in writing, including advertising materials and social media posts	
	Ability to effectively motivate and persuade others in order to deliver outcomes	
	Experience of managing challenging relationships	
	Ability to manage / prioritise own work while working collaboratively to achieve common goals & maximise resources	
	Significant experience of working in the charity sector	
	Data analysis skills to review volunteering data and trends	
	Excellent time management skills	
Knowledge and understanding	Understanding of the range of issues impacting on volunteer recruitment & retention	Knowledge of social care and education sector
	Good understanding of volunteer leadership and	



	management theory and proven ability to translate to practice Extensive knowledge of relevant legislations affecting volunteering, including data protection Knowledge and demonstrable ability of using all Microsoft Office packages	
Other	Ability to travel efficiently and effectively across the trust footprint Flexible approach to hours and days of work (including out of hours and weekends to cover relevant events) Commitment to respecting and displaying the Trust values at all times	

Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.