**Regional Centre Volunteer Manager**

**Job description**

**Job title:** Volunteer Manager

**Reporting to:** CEO

**Salary:** £21,630

**Term:** The role is funded by the National Lottery through the Big Lottery Fund for a period of 3 years.

**Hours:** 37.5 hours per week

**Responsible for:** Volunteers

 **Purpose of the post:**

We are looking for someone dynamic and engaging, with excellent communication and volunteer management skills, as well as a commitment to delivering a high quality service in line with our mission and core values. In addition, to working with the team in the FareShare Regional Centre you will also work closely with the FareShare UK Volunteering Team and use our internal volunteer management systems. You will work together to provide a consistent volunteer experience across the FareShare network, which is enjoyable, rewarding and safe for our volunteers. The Volunteer Programme at FareShare South West (FSSW) is an essential part of our operational model and delivers against our charitable purpose. The purpose of this role is to:

1. Ensure effective processes are in place to manage volunteer enquiries through to successful on-boarding, maintaining a volunteer workforce that meets the operational needs of the organization.
2. Develop a ‘FSSW Volunteer Programme’ that meets future manpower needs, as well as provides a rich and supportive volunteer experience for individual volunteers, delivering high retention and/or progression rates.
3. Develop proposals for future opportunities for FSSW to expand/extend its work to potentially incorporate work around employability, vocational training, work placements, and progression into further work or training.

**Duties & Responsibilities:**

**Volunteer recruitment**

* Develop and implement a regional volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs of your FareShare Regional Centre are met in a timely manner.
* Recruit, build and maintain relationships with a wide range of regional volunteer sources, ensuring regular engagement leading to long term partnerships.
* Regular liaison with the FareShare UK Volunteering Team to capitalise on national initiatives.
* Working with the Fundraising & Communications Manager, liaise with companies and set-up and support corporate volunteer days at Fareshare as part of the Corporate Engagement Programme.
* Design and delivery an effective induction programme.

**Volunteer engagement, retention and communication strategies**

* Develop and deliver a regional engagement programme that ensures all volunteers have a rewarding experience, whilst effectively contributing to FareShare’s overall development
* Promote volunteering, internally and externally in collaboration with the FareShare UK Volunteering Team, to ensure that the impact of volunteers is celebrated.
* Deliver the FareShare UK/FSSW volunteer induction programme to maximise the engagement and contribution of each volunteer.
* Develop and deliver volunteer training, which ensures all volunteers are able to meet their potential and complete their volunteer roles effectively.
* Develop a programme of support that could provide vocational guidance and advice, emotional/psychological support, signposting to other services for skills development, training or benefits/housing/mental health support.
* Create administrative volunteer roles and providing necessary training.
* First point of contact for volunteers who have any concerns, or that we have identified concerns for their emotional and behavioural state.
* Develop a programme of activities that recognises the value of volunteers and the contribution they make to the work of FSSW.

**Workforce Planning**

* Working with the CEO and Operations Manager/team, ensure that the present and future needs of the organisation are anticipated and met in terms of volunteer recruitment.
* Develop tools to support workforce planning.
* Map training needs of the workforce and develop creative and cost effective opportunities for volunteers and staff to access training and CPD.
* Monitor, evaluate, and report impact of volunteers.

**Policies and procedures**

* Implement volunteer management policies and procedures in line with guidance from the FareShare UK Volunteering Team.
* Develop new volunteering policies and procedures in collaboration with the FareShare UK Volunteering Team.
* Create and update policies, procedures and risk assessments regarding referrals from Foresnic, MH and LD services.
* Ensure individual risk assessments and care plans are in place and up-to-date for all referrals.
* Ensure health and well-being of existing volunteers are supported by robust inclusion/exclusion criteria for new volunteers.
* Maintenance of volunteer information confidentiality

**Making FareShare a destination for volunteering**

* Enhance the experience of volunteering at your FareShare Regional Centre by delivering robust policies, together with effective engagement and communication programmes, so that volunteers enjoy what they do and can feel proud of their contribution and become ambassadors.
* Liaise with FareShare UK Marketing & Volunteering Teams to promote and publicise case studies and examples of volunteer success stories.
* To engage with other FareShare Regional Centres and the FareShare UK Volunteering Team on a quarterly basis to deliver UK wide volunteering activity and share good practice.
* Work alongside the FareShare UK Volunteering Team to evaluate volunteer experience and establish annual benchmarks for the FareShare Network, including volunteer satisfaction, conversion, retention, training, etc. This will be used for development of recruitment and engagement strategies.

**Other/HR and Health & Safety:**

* General office duties
* Petty cash management – volunteer expenses.
* Take overall responsibility for health & safety and food safety within the area of work
* Responsible for the welfare of staff and volunteers, including reviewing policies and risk assessments and ensuring correct procedures are adhered to

**Person Specification**

You should be self-motivated, with experience of working within volunteer management and able to manage ad-hoc corporate groups, short term volunteering schemes as well as long-term and regular volunteers. Additionally, you should be able to deliver end to end volunteer recruitment activities and provide on-going supervision and support to volunteers, ensuring that their training needs are met. You should also be able to develop and deliver a range of local volunteer engagement activities. Furthermore you should have experience promoting and championing the role of volunteers, so that they are respected and valued for their contribution to the organisation.

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| **Criteria** | **Essential** | **Desirable** | **Evidence** |
| Skills / Abilities | * Able to establish and maintain appropriate systems for the management and accurate recording of volunteer programmes.
* Strong communication and interpersonal skills, with the ability to deal with people at all levels
* Proven ability to build successful, productive business relationships, both internal and external
* Enthusiastic and self-motivated with excellent team-working skills.
* Ability to use own initiative, working independently.
* Strong presentation skills to promote FareShare as a destination for volunteering.
* Good time management with ability to manage workloads, set priorities and meet deadlines.
* IT literacy, in particular of using Microsoft applications (Outlook, Word, Excel and PowerPoint).
 | * Able to start-up new projects.
* Business planning and budgeting.
 | CV/Interview/Presentation |
| Knowledge | * Knowledge of the needs and experiences of volunteers from a diverse range of backgrounds.
* Knowledge of volunteer management good practice
* Knowledge of training opportunities for FSSW and/or FSSW volunteers.
 | * Employability/back to work training programmes
* Vocational training and providers.
* Funding for work related training.
 | Interview/Presentation |
| Qualificationstraining and education | * Good standard of education.
 | * Higher Level qualification (degree of equivalent)
 | CV/Certification |
| Experience | * Developing and delivering successful volunteer recruitment, training and engagement programmes.
* Building relationships with external organisations and associations to create and promote volunteering programmes.
* Managing projects and associated budgets.
* Monitoring and evaluation of volunteer programmes.
* Reporting on volunteer programme metrics
* Experience of working with volunteers / adults with additional support needs (Desirable).
* Experience of delivering effective marketing and communications campaigns (Desirable).
* Experience of using volunteer management systems (Desirable)
 | * Developing/delivering employability training.
 | CV/Interview |
| Values and behaviours | * A commitment to equal opportunities and safeguarding.
* An understanding of, and enthusiasm for, FareShare’s mission and strategy.
* A commitment to continuous professional development.
* An empathy with volunteers and an understanding of their needs.
* Flexible and non-judgemental approach to people and work.
* Willingness and ability to travel in the UK.
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| Other requirements |  |  |  |