

Volunteering Manager, People Services



Main purpose of Job:

- To shape and deliver volunteering to deliver the objectives of the charity.
- To build mutually beneficial partnerships with other organisations to promote volunteering and ensure we contribute to a thriving volunteering experience across the communities we serve.
- Ensure we recruit and retain talented staff and volunteers
- Nurture and build our strong employer and volunteering brand
- Model our inclusive culture
- Deliver on our ethos as #aplacetothrive

Permanent: 37.5 hours Salary Band 6

The post holder reports to our Head of People

Line reports – People Team Administrators

Main duties and responsibilities:

- Support the development of key volunteering initiatives and projects across the Hospice. You will play a key role in supporting colleagues in identifying opportunities to embed volunteering across their teams.
- Support the Head of People in creating an effective People Services operation, creating an environment in which people feel happy & proud to work at the Hospice
- Lead and manage People Team Administrators (Volunteers)
- Lead on the delivery of the volunteer components of the people road map
- Advocate for volunteering, the volunteer voice and ensure volunteering remains integral to our brand.
- Lead and manage the Administrators and Volunteers of the People Services team, undertaking their supervision regularly
- Accountable for all aspects of volunteer recruitment with unbiased outcomes, from on boarding, through to exit from volunteering and the investigation and resolution of complaints and concerns.
- Ensure timely, consistent, accurate advice for Hospice staff and volunteers.
- Lead our programme and priorities for volunteers week annually, increasing opportunities for sponsorship and showcasing the work of the Hospice and partner organisations as part of the national campaign in England to celebrate and raise the profile of volunteering.
- Lead, organise and support our awards programme(s) for volunteers, working with Trustees and Executive Team members to deliver a celebration of achievement that resonates with volunteers.
- Lead on volunteer engagement and communication with a diversity of audiences on volunteering including use of social media and regular bulletins in partnership with our media and communications team.
- Collate accurate data from our volunteer systems, census and stories to feed into internal and external reports
- Lead on our volunteer workforce census and ensure that the learning is shared and acted upon.
- Develop and share understanding of the strengths and risks of volunteers involvement, volunteer health & safety and volunteer wellbeing
- Ensure compliance with regulatory standards and good practice, working with key stakeholders such as the Association of Volunteer Managers, CQC, and other organisations supporting volunteers and volunteering.
- Participate actively and flexibly in a range of charity-wide activities, such as recruitment events, fundraising and volunteering events and staff activities.
- Work with our Heads of Education and Research to develop our ethos as the Go-To-Place for growing your career, including skill share through volunteering, apprenticeships, practice placements, internships and links into national employment and training schemes

Key Accountabilities, Responsibilities & Tasks	
Departmental & Role Specifics	<ul style="list-style-type: none"> • Lead, motivate and inspire others to deliver on inclusion, resilience, innovation and best practice • Engage in promoting and 'living' the core values of the charity, representing the Charity as an ambassador in the local community and in our partnerships with others. • Work across the organisation to ensure there is a high level of knowledge and understanding about the value and benefit of inclusive volunteering. • Monitor volunteer retention and engagement and identify opportunities for improvement. • Review, monitor and improve internal people team volunteer processes to ensure efficiency and engagement • Initiate, lead and manage projects and/or to pilot new-volunteering initiatives • Maximise opportunities for internal collaboration and the deployment of volunteers in all aspects of the work of the charity, taking the lead role to encourage and develop new roles and new ways of volunteering. • Work actively to ensure the work of the charity on volunteering has a strong external profile including contributing to organisation wide events internally and externally. • Lead on external messaging and internal communication with volunteers working closely with the Director of Media and Communication on brand, content and positioning. Showcase volunteer successes across communication channels, celebrating the impact of volunteers and promoting a culture of shared learning. • Lead on the production and review of charity volunteering policy and procedures. • Ensure the provision of advice and expertise to ensure that staff and team leaders work to charity policy, procedure and associated standards for volunteering, from start to end of volunteering cycle. • Contribute on behalf of your team to the Charity-wide process of submitting regulatory returns, for example CQC updates. • Produce KPI reports from volunteering data in order to support People Services reporting • Operate at all times in compliance with the data protection act and general data protection regulation. • To have an appetite and desire to regularly review and seek improvement in department processes and procedures. • Work with Head of People in managing organisational changes that impact volunteers. • Seek feedback from volunteer and staff members about the volunteering experience. • Support the induction of Hospice Trustees, building relationships with Trustees within their volunteering capacity, ensuring ongoing support and advice. • Investigate complaints and concerns in line with Hospice policies. • Represent the team at Health & Safety meetings highlighting any people related issues • Be available and approachable for volunteers to provide feedback & raise concerns. • Take responsibility for own continued professional & self-development – working in partnership with Head of People and where appropriate a mentor. Actively seeking opportunities to develop skills & knowledge.
Qualifications, Skills, Experience, Knowledge & Approach	<p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Educated to degree level or experience that demonstrates equivalent ability • Experience of using people databases and producing timely accurate reports • Minimum of 3 years managing others (staff or volunteers) • Objective setting, inspiring a team them to deliver them within the Hospice as a whole • Coach, develop and delegate to ensure the most effect use of resources. <p>Knowledge</p> <ul style="list-style-type: none"> • A sound understanding of the principles of good volunteer practice and processes • Current knowledge of social media applications in volunteering • Excellent knowledge on the use of Microsoft Office, Teams and Zoom • Knowledge of best practice in recruitment to deliver inclusive unbiased outcomes <p>Skills/Competence and attitude</p> <ul style="list-style-type: none"> • A passion for People including volunteering and the volunteer experience. • Proven ability to work with and through others to achieve agreed outcomes • Able to build and maintain effective professional relationships and collaborate effectively • Competence to complete performance and conduct investigations and support others to do this • Excellent interpersonal and negotiation skills, with the ability to persuade influence and, when appropriate, challenge with tact and diplomacy • Methodical and logical in approach to tasks with the ability to streamline processes

This list of tasks and responsibilities is not exhaustive. The job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to manage time and delegate effectively and escalate issues promptly to protect the organisation, its employees and volunteers • Proven ability in interpreting and analyzing data • Able to deliver on deadlines and sudden pressures whilst maintaining accuracy and attention to detail • To work on highly confidential and sensitive data • Numerate and literate, able to draft correspondence, documents and compile reports • A creative and analytical thinking style, applying tenacity in the face of obstacles • A pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur
Communication	<ul style="list-style-type: none"> • Ability to speak write or sign in language relevant to the population served (desirable) • Excellent written and verbal communication skills with the ability to articulate vision and mission, listen, motivate, negotiate and convey difficult messages • Emotionally intelligent, self-confidence with humility • The ability to reflect and respond to arguments and challenge • A self-aware excellent listener who value's feedback, honesty, and clear communication
Contacts	<ul style="list-style-type: none"> • All Employees, Volunteers, Trustees, Association Members and Patrons • Members of the general public. External organisations/partners.
Decision Making	<ul style="list-style-type: none"> • A solution focused approach, deploying resilience, optimism, humour and energy • A sound and pragmatic decision maker when working under pressure • The post holder is expected to take responsibility and autonomy for their area of work and work with a range of people at all levels internally and externally • The ability to understand and assess reputational risk, governance risk (compliance and safeguarding) and how to seek appropriate senior advice • Freedom to act within delegated responsibility and charity policy and procedure • Able to consolidate learning with speed and efficiency • An eye for detail, whilst being able to work with pace and accuracy
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • Frequently coming into contact with emotional circumstances in the course of this role. • Occasionally be required to change from one activity to another to meet needs of the charity. • Required to sit at a computer. On occasion, there is a requirement to manual handle parcels or boxes. Archiving / retrieving of files. • The post holder will be required to work in a high volume, fast paced environment. Interruptions should be expected. Competing priorities are common place. • Required to visit other Hospice bases &/or events with the availability to get there (car/public transport) • Required to set up rooms for meetings/events involving moving furniture and setting up refreshments
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Ensure own safety, patients and visitors in accordance with the Hospice Health and Safety Policy on-site and off-site at Hospice run events • Complete all mandatory training for health and safety • Report any accidents or incidents in the department using appropriate documentation / software
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

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