



VOLUNTEER MANAGER

Department:	HR & Volunteering
Job title:	Volunteer Manager
Accountable to:	Director of HR & Volunteering
Accountable for:	Volunteer Coordinator
Based at:	Head Office
Salary:	Up to £37,000

Job Summary

The Volunteer Manager will lead the development and delivery of the Rainbow Trust volunteer programme, playing a pivotal role in raising the profile of Rainbow Trust by acting as an ambassador for the organisation.

The post holder will be responsible for all aspects of the volunteer programme, including developing and leading the Volunteer Strategy in line with wider organisational goals, management of the volunteering budget; as well as recruitment, induction, management, support and volunteer engagement & retention.

Working closely with the Director of HR & Volunteering and the Volunteer Coordinator, as well as all our internal departments and external volunteer networks, the Volunteer Manager will act as the first point of reference on the volunteering process and policy across the organisation, delivering training and managing monthly KPI reporting.

The post holder will observe strictest confidence, live the Rainbow Trust values and effectively communicate with our employees, volunteers and suppliers.



Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



Areas of Responsibility

(specific to role)

- Develop and implement the organisation's volunteer strategy to support a high performance culture
- Lead on delivering a high quality volunteer recruitment process, running targeted regional recruitment campaigns, reviewing recruitment methods, and promoting new volunteering opportunities on new and existing forums and through local volunteer centres
- Develop trusting working relationships with department leads in order to embed volunteering involvement across the organisation
- Foster and develop partnerships with other organisations to enhance resource and expertise available to Rainbow Trust
- Raise the profile of Rainbow Trust through external PR and membership of influential volunteering networks
- Lead the internship and student placement programmes at Rainbow Trust, building effective relationships with universities and colleges to increase participation
- Develop and deliver effective and consistent training to volunteers to ensure they are fully supported and equipped to fulfil their roles across the organisation
- Deliver training to all staff, ensuring they are fully supported and have the tools to induct and manage volunteers consistently across the organisation
- Work with all teams to ensure volunteer hours are recorded accurately and manage the monthly and quarterly KPI reporting process
- Ensure fair volunteer practice is followed to minimise the risk of legal claims, and manage concerns, recruitment and selection, diversity and equality of opportunity effectively and fairly
- Develop, administer and review policies and procedures which guide volunteer programmes and services, and reflect the overall values of the organisation
- Work with the Digital team to maintain the volunteering programme's brand and deliver relevant branding materials including digital media, leaflets and social media marketing materials
- Lead on the development of volunteer engagement activities, including running online events, volunteers week, training sessions and webinars, to build volunteer engagement.
- Work with the Engagement Team to enhance the use of different social media platforms to continue to raise awareness of volunteering
- Maintain up to date legislative volunteer knowledge to ensure Rainbow Trust is compliant in its policies and practices

General Responsibilities

Leadership and Strategy

- Contribute to organisational strategic and operational planning process in collaboration with the Director of HR & Volunteering
- Provide leadership for the function that inspires volunteers to support our teams to excel and achieve
- Chair the Volunteer Working Group and provide guidance, support and direction for volunteers
- Act as representative of the charity to a variety of external and internal audiences and in different contexts, and act as an ambassador for the organisation
- Ensure planned activities are compliant with relevant, volunteer legislation, best practice and corporate policy
- Proactively develop relationships in the sector and maintain awareness of sector developments and campaigns to drive forward an innovative team culture
- Commit to the Performance Management Process and develop stretching objectives to meet business plan
- Take responsibility for own professional development
- Demonstrate behaviours that promote Rainbow Trust values

Operational and Project Planning

- Set and report KPI's and performance against targets on a monthly basis
- Review and manage the operational budget for the Volunteering function to agreed timescales
- Monitor functional project and work programme progress and report any variance to the Director of HR & Volunteering
- Take individual responsibility for agreed objectives, targets and budgets
- Organise own time and resources effectively and use initiative

Working with Customers and Service Delivery

- Devise and deliver effective training programmes to support "Best Practice" Volunteer Management
- Ensure that service delivery and contact with suppliers, volunteers and supporters is characterised by the principles of good customer care
- Conduct timely onboarding progress meetings with all new volunteers and feedback to managers
- Conduct exit interviews with all volunteers and feedback as required
- Promote volunteer retention and engagement by developing and delivering volunteer management events and activities for Volunteers Week
- Maintain effective relationships with donors, supporters, suppliers, contractors and other key external agencies
- Investigate any complaints received in a fair and transparent manner

Developing, Maintaining Systems and Procedures

- Ensure the operating systems the department needs to deliver effective service and processes are fit for purpose
- Have an oversight of the administration of DBS checks for volunteers, ensuring guidelines set by the Disclosure and Barring Service are followed
- Ensure that data relevant to area of responsibility and activity is appropriately recorded and stored on the CMS, Donorfy
- Effectively use the database and suite of MS Office products to keep records current, complete and accurate
- Keep abreast of practices and developments that support effective Volunteer Management
- Ensure compliance with data protection guidelines, GDPR, confidentiality, employment law and corporate policy.
- Ensure systems and processes for managing data comply with the organisation's data protection obligations, charity law and other legal requirements for area of responsibility

People Management and Development

- Recruit and retain high calibre volunteers across the organisation to provide the departments with additional support as required
- Inspire and provide advice and support to volunteers in line with Volunteer Management Guidelines
- Recognise and value the contribution of volunteers
- Lead the Volunteer Recognition Programme including volunteer awards, partnerships, external opportunities for recognition

Team Working and Collaboration

- Contribute professional knowledge and expertise to teams and department development, service delivery, monitoring and evaluation
- Champion business improvement and people development initiatives
- Act as a source of knowledge on volunteering matters and provide timely advice in line with policies and procedures
- Collaborate effectively with colleagues across the department and organisation in order to deliver to deadlines and meet objectives
- Proactively participate in team meetings and staff conference
- Contribute to team building initiatives and activities including SBI Feedback

Special Conditions

- UK travel, flexible working and some overnight stays may be required to meet service user requirements
- Some out of office work will be required from time to time so that the organisation is able to deliver on its commitments to stakeholders
- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through (at least) the completion of the relevant training, at a level commensurate with their role
- All staff must adhere to, Rainbow Trust's safeguarding policies and procedures
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of the Director of HR & Volunteering

ESSENTIAL

DESIRABLE

Experience

(Previous roles, types of organisations)

- Professional experience of working in a volunteer management capacity
- Significant proven experience of collaborative working
- Experience of budget management
- Experience of developing Volunteer Policies and Strategy
- Experience in working in a small team with demonstrable flexibility and adaptability to support team deliverables

- Worked in an SME or Charity environment
- Understanding of volunteering within a children's hospice and palliative care setting
- Experience of influencing service provision where services are delivered through volunteers

Special Competencies

(Specific job-related skills knowledge understanding)

- Strong interpersonal skills with the ability to interact and develop effective relationships with a wide range of people
- A collaborative and participative approach to inspire motivated team working
- A clear and creative communicator
- Fully IT literate using the MS Office package with a strong understanding of working with databases to interrogate, interpret and communicate data
- Knowledge of working to performance indicators, including monitoring and reporting on outcomes, analysing performance information and identifying corrective action

Disposition

(Influence over others, dependability, self-reliance)

- Persuasive and enthusiastic, engaging the commitment of others
- Firm, goal-oriented, yet motivational leadership style
- Influencer - who stimulates others into action
- Poised and outgoing - building rapport & developing relationships with others
- Multi-tasker with a sense of urgency for goal achievement
- Effective delegator with accountable follow-up on timeliness and quality
- Ability to learn quickly and thoroughly and adapt to change
- Works at a faster than average pace handling details whilst maintaining accuracy

PERSON SPECIFICATION

Volunteer Manager

ESSENTIAL

DESIRABLE

Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Idea generator – innovative and creative problem solver
- Timely and careful decision maker, in response to varied activities, established company policy and standards and changing conditions
- Action orientated and collaborative - ability to work effectively in a team and independently
- Practical and results focused
- Big picture thinker

Attainments

(Academic & prof qualifications & training)

- Evidence of literacy and numeracy appropriate to role

- Educated to degree level or equivalent

Motivation

(Ambition, money, security)

- Commitment to the success of the organisation and high standards of achievement
- Emphasis on achieving results with and through people
- Opportunity for growth
- Building motivated teams

Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Ability to work flexibly
- UK travel, attendance at other offices on occasion and some overnight stays will be required