

## Job Description

**Job Title:** Retail Volunteer Manager

**Reports to:** Retail Operations Manager

**Location:** Home Based

**Grade Band:** C

### Purpose

We are seeking an enthusiastic and dedicated Volunteer Manager to oversee volunteer recruitment, training, engagement, and programme coordination across our charity retail estate at Shaw Trust. This peripatetic role involves traveling to various locations when required to drive volunteer engagement and support. The ideal candidate will possess excellent communication skills, strong leadership abilities, a flexible mindset to solving problems and a passion for making a positive impact in the community.

### Main Duties and Responsibilities

#### Volunteer Recruitment and Onboarding:

- To raise the profile of volunteering across the Shaw Trust Charity Retail shops
- Develop and implement strategies for volunteer recruitment to meet the staffing needs of each charity retail shop.
- Conduct interviews, background checks, and orientation sessions for new volunteers to ensure alignment with organisational values and objectives.
- Ensure that colleagues on the retail volunteering programme understand the volunteer policies and procedures, applying them fairly and consistently.
- Liaise with the central Volunteer Team to request involvement in any national volunteer recruitment campaigns, delivered through the Trust's national social media accounts or press and PR.

#### Training and Development:

- Design and deliver comprehensive training for retail volunteers, covering topics such as customer service, merchandising, and health and safety.
- Provide ongoing support and guidance to volunteers, fostering a positive and inclusive environment for personal and professional growth.
- Enable and encourage the volunteer caseload to access online training and any local face-to-face training organised within the agreed development framework for Shaw Trust Retail Volunteers.

- Ensure the contribution of volunteers and the impact of their support are recognised through reward and recognition activities.

## **Programme Coordination, Delivery, and Development:**

- Be responsible for the delivery of the local volunteer recruitment strategy and processes in line with Shaw Trust's needs and the retail recruitment targets.
- Be responsible for the retail caseload of volunteers, ensuring effective recruitment, induction, delivery, communication, and support processes are implemented and maintained.
- Support the processing of volunteer expenses.
- Collaborate with shop managers and volunteers to understand any required needs and feedback, ensuring 'best in class services.'

## **Stakeholder Engagement:**

- Establish and maintain effective and enduring relationships with operational colleagues, the central Volunteer Team volunteers, partner organisations, volunteer referral agencies, and other key stakeholder groups.
- Represent Shaw Trust and its retail volunteer needs at local recruitment events, external meetings, and networking opportunities.
- Become a champion of the Shaw Trust Staff Volunteering Days and take part in these.
- Encourage organisational use of volunteering days at our Charity Retail shops.
- Familiarity with social media platforms and experience in leveraging them for advertising and recruitment purposes.

## **Record Keeping and Data Management:**

- Maintain effective and efficient administrative procedures, including appropriate volunteer contact details, activity records, and audit trails on our volunteer database (Salesforce).
- Liaise with the central Volunteer Team to collate management information and use this to inform our reporting and help identify trends.
- Collate and share case studies regularly to evaluate the volunteers' experience and illustrate the benefit provided to Shaw Trust's clients.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p><b>Person Specification</b></p> <p><b>Job Title: Volunteer Manager</b></p> <p>(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"><li>• Proven experience in volunteer management, preferably within the nonprofit sector or retail environment. (E)</li><li>• Experience navigating web-based social media platforms for recruiting volunteers (E)</li><li>• Experience using data management systems for day-to-day support of volunteers and those we support (E)</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Experience of community-based initiatives (E)</li><li>• Knowledge of volunteering and community initiatives (E)</li><li>• Experience in dealing with and influencing a wide range of people (E)</li><li>• Experience of delivering training and presentations (D)</li><li>• Experience of project management (D)</li><li>• Experience of working within a dispersed team across a broad geographical area (D)</li><li>• Experience of working with stakeholders to evaluate services. ( D)</li><li>• Proven experience of volunteer management, supervision, and development (D)</li><li>• Knowledge of successful methods used to engage and support volunteers (D)</li><li>• Understanding of best practice across all aspects of volunteering (D)</li></ul>

## Skills and Attributes

- Good IT skills – to present data via Word, Excel, PowerPoint and PDF (E)
- Highly organised professional with evidence of developing relationships with stakeholders (E)
- Strong effective communicator in writing and in interpersonal communication (E)
- Ability to influence in an environment with multiple stakeholders (E)
- Ability to work flexibly to cope with the varying demands of the role and achieve desired results (E)
- Ability to work on own initiative and as part of a team (E)
- Excellent time management and the ability to prioritise a workload and manage conflicting priorities (E)
- Good knowledge of social media platforms and how they can be used to engage with stakeholders, both existing and potential (D)

## Personal qualities, communicating and relating to others

- Positive attitude to disability, health problems and employment problems (E)
- Flexible, adaptable and innovative (E)
- Enthusiasm for the value and impact of volunteers (E)
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey messages clearly (E)
- Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required (E)
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates (E)
- Previous volunteering experience (D)

## Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a **Disclosure and Barring Service Check at an Enhanced level** (E)
- Have relevant up to date knowledge of safeguarding practices including safer recruitment (D)

## Other

- Willingness to undertake frequent travel (E)
- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

