



Reports to: National Volunteering Specialist

Salary: £25,000 - £30,000 per annum

Reports to: National Volunteering Manager

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

To work as part of the national volunteers' team to help coordinate, develop and deliver a high quality volunteer programme to add value to the help Shaw Trust offers its clients and that meets with the organisation's values:

Are you right for the job?

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Person Specification

Job Title: Volunteering Development Specialist (E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Good IT skills – to present data via Word, Excel, PowerPoint and PDF (E)• Experience navigating web-based platforms for recruiting volunteers (D)• Experience using data management systems for processing expenses and recording personal data (D)• Good knowledge of social media platforms and how they can be used to engage with stakeholders, both existing and potential (D)
Experience <ul style="list-style-type: none">• Experience of community-based initiatives (E)• Knowledge of volunteering and community initiatives (E)• Experience in dealing with and influencing a wide range of people (E)• Experience of delivering training and presentations (D)• Experience of project management (D)• Experience of working within a dispersed team across a broad geographical area (D)
Skills and Attributes <ul style="list-style-type: none">• Highly organised professional with evidence of developing relationships with stakeholders (E)• Strong effective communicator in writing and in interpersonal communication (E)• Ability to manage and support a caseload (E)• Ability to influence in a difficult environment (E)• Ability to work flexibly to cope with the varying demands of the role and

<p>achieve desired results (E)</p> <ul style="list-style-type: none"> • Ability to work on own initiative and as part of a team (E) • Excellent time management and the ability to prioritise a workload (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • 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)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires an enhanced Disclosure and Barring Service check (E)
<p>Other</p> <ul style="list-style-type: none"> • Willingness to undertake frequent travel (E) • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Main Duties and Responsibilities:

Programme quality

- Ensure the effective delivery of volunteer support to Shaw Trust and its clients in agreed projects.
- Contribute to continuous improvement activities to meet, and where possible exceed, all internal and external quality standards.
- In collaboration with the team deliver against the agreed volunteer strategy and offer innovative, timely and cost-effective solutions to enable our programme to be best-in-class.
- Ensure that colleagues across the organisation understand the volunteer policies and procedures, applying them fairly and consistently across the organisation.

Programme co-ordination, delivery and development

- Be responsible for contributing to the development and management the volunteer recruitment strategy and processes for an agreed region or volunteer group in line with Shaw Trust's needs in the region and the programme's targets.
- Be responsible for the management of a caseload of volunteers, with support from Lead Volunteers, ensuring effective recruitment, induction, delivery, communication and support processes are implemented and maintained in Shaw Trust's centres and projects.
- Provide subject matter expertise on all volunteer matters relating to the management of volunteers, coaching and facilitating operational colleagues to enable pro-active and effective issue resolution.
- Enable your volunteer caseload to access online training and any local face-to-face training organised within the agreed development framework for Shaw Trust Volunteers.
- Ensure the contribution of volunteers and impact of their support is recognised through the reward and recognition activities.
- To be involved with, and lead on as appropriate, development and specialist projects within the Volunteers team or involving Shaw Trust's volunteer programme.

- Be aware of the team's operational budget and processing volunteer and other expenses within this.

Stakeholder engagement

- Establish and maintain effective and enduring relationships with operational colleagues, volunteers, partner organisations, volunteer referral agencies and other key stakeholder groups, including employers engaging with us to offer their employees volunteering opportunities.
- Represent Shaw Trust and its volunteer scheme at local recruitment events, external meetings and networking opportunities.
- Help to facilitate and organise employer supported volunteering days for companies as part of their corporate responsibility agenda.

Record keeping and data management

- To maintain effective and efficient administrative procedures producing appropriate records and reports as required, including the updating of volunteer details on the relevant database
- Collate management information and use this to inform development of the programme and help identify trends.

Communications and promotion of the programme

- Collate and share case studies on a regular basis in order to evaluate the volunteers' experience and illustrate the benefit provided to Shaw Trust's clients.
- Regularly contribute to the team's social media feeds, helping to keep a dialogue with the organisations supporters.

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 an Equality and Diversity 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.