

## Job Description

**Job Title:** Volunteering Development Manager

**Reports to:** Head of Supporter Development

**Location:** Home-based with nationwide remit

### Purpose

To manage the overall development and delivery of Shaw Trust Volunteers, ensuring that we offer meaningful volunteering opportunities across Shaw Trust and encourage an excellent volunteering experience for volunteers regardless of their role or route-way in to/through Shaw Trust.

### Main Duties and Responsibilities

1. Implement and manage key elements of the Volunteers strategy in Shaw Trust, including building a community of volunteers to campaign for and support our charitable mission, delivering the One Shaw Trust value proposition for volunteers and connecting this group to our mission of providing good help to get in to good work.
2. Provide leadership and direction to Volunteer Coordinators and wider operational teams on volunteer-related topics and issues through a business partnering approach.
3. Work with operational colleagues to increase the impact of volunteering on those we help and the value of volunteer support within the organisation.
4. Lead on promoting our colleague volunteering opportunities aligned with talent development initiatives and in contribution to accelerating our mission.
5. Take responsibility for the development and delivery of volunteering guidance, procedures, policies, and systems that encourage an excellent volunteering experience.
6. Lead on continuous improvement activities to meet, and where possible exceed, all internal and external quality standards.
7. Ensure the collation, analysis and distribution of all relevant management information and oversee the appropriate use of this to support promote and evaluate the volunteer programme and its impact on an ongoing basis.
8. Maintain the integrity of the volunteer database (Salesforce) and support developments in its use.
9. Ensure that the volunteer voice is heard, listened to and fed in to organisational development.

10. Work with Commercial and the wider Shaw Trust Foundation team (as appropriate) to identify service development opportunities and input in to funding/service design bids.
11. Be accountable for Shaw Trust Volunteers operating within an agreed budget, taking full responsibility for all income and expenditure.
12. Represent Shaw Trust Volunteers and the wider organisation where relevant at internal and external meetings and events.
13. Keep up to date with developments in volunteering practice and policy and use it to improve volunteer involvement at Shaw Trust.

## 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 or 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 align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Volunteering Development Manager</b></p> <p align="center">(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>Educated to degree level and/or significant experience within a relevant field (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Comprehensive understanding and knowledge of volunteering innovation, best practice and sector standards (E)</li> <li>Consistent record of achievement in a management role (D)</li> <li>Demonstrable evidence of delivering service improvements, leading change and responding appropriately to internal and external pressures (E)</li> <li>Strong evidence of building and managing effective and productive stakeholder relationships with colleagues and partners, earning their respect, trust and confidence (E)</li> <li>Experience of effectively supporting, developing and managing colleagues (E)</li> <li>Consistent record of successful resource and budget management (D)</li> <li>Embraces change and drives for continuous improvement (E)</li> </ul>

### **Skills and Attributes**

- Ability to propose, develop and implement effective plans in pursuit of agreed goals (E)
- Strong skills in identifying and analysing problems, issues and areas of improvement, working collaboratively to develop creative solutions (E)
- Excellent planning and organisational skills; ability to manage and deliver a portfolio of work with effective project management skills (E)
- Excellent communication and interpersonal skills, successfully influencing, guiding, listening to, and negotiating with others, constructively challenging thinking where appropriate (E)
- Ability to manipulate and translate data (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level (E)
- Ability to matrix manage and support a team, monitoring performance effectively, managing competing priorities, and balancing different needs and interests (E)
- Ability to build and manage effective and productive stakeholder relationships (E)
- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)
- Able to work effectively within a team (including cross-functional and across different organisations), as well as on own initiative (E)

### **Personal qualities, communicating and relating to others**

- Passion and enthusiasm for the value and impact of volunteers (E)
- Good leadership skills, empowering, enabling, motivating and developing others, and fostering a positive working environment (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Excellent interpersonal, communication and presentation skills, demonstrating the ability to convey complex 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)
- Flexible, adaptable and innovative (E)

**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 a Basic level (E)

**Other**

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