

JOB DESCRIPTION

Job Title:	Volunteering Development Manager
Directorate/Team/Venue:	Marketing and Communications
Reporting to:	Head of Marketing and Communications

JOB PURPOSE

Working across the organisation to develop a framework for volunteer role creation, recruitment and support to enable our teams to deliver a range of projects, programmes and activities to support our ambitious strategic plan.

To ensure our key services are adequately resourced to remain open to the public and are safe and inviting for customers. Maximising volunteering opportunities for our local community to become involved and play a role in the Garden City.

MAIN WORKING CONTACTS

Internal: Marketing & Communications, Communities, Arts & Heritage, Standalone Farm, Cinema Teams.

External: Local, regional and national Arts, Heritage and environmental organisations. Local CVS and voluntary sector partners, North Herts Council and other key partners.

KEY AREAS AND TASKS

Volunteer strategy implementation:

- Work with Managers and Directors to successfully develop and implement the Volunteering strategy
- Work with others to identify, create and promote exciting volunteering roles
- Working with Head of Marketing & Communications to ensure volunteer recruitment processes and procedures are delivered
- Lead volunteer recruitment process, attracting a pool of dedicated, diverse and talented volunteers
- Implement volunteer support framework, including induction, 1:1 and appraisal processes that mirror current Heritage Foundation processes
- Ensure volunteers adhere to Foundation policies including Health & Safety, Safeguarding, GDPR and Equality, Diversity and Inclusion
- Monitor and evaluate our volunteering programmes, developing innovative approaches to improving diversity, equality and inclusion and the quality of the volunteering experience
- Work with North Herts CVS and other volunteer support organisations to build strong relationships and ensure best practice
- Deliver events and activities that celebrate the work and contribution of volunteers
- Provide reports and data to Managers/Directors relating to volunteer recruitment and impact

Opening of our services:

- Work closely with key staff to ensure adequate staffing/volunteers during opening hours and enabling delivery of key projects
- Work with relevant teams to review and update local operating procedures as necessary, ensuring procedures are consistent across the organisation and site specific
- Ensure local service procedures are adhered to by volunteers and customers

Programme development:

- Work with relevant teams to create a range of exciting and engaging projects for our target audiences
- Develop, pilot and evaluate innovative volunteering programmes to widen access to volunteering and attract a more diverse audience
- Providing volunteer support where necessary to ensure implementation

Audience Development Plan;

- Contribute to the delivery of audience development plans, enabling us to reach our target audiences and encourage them to get involved in volunteering
- Lead on delivery of certain activities and audience development

Other Duties:

- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Follow the Foundation's policies, procedures and performance expectations.
- Implement the Foundation's Equal Opportunities Policy in all functions of the post.
- Undertake any other duties consistent with the role and/or reasonably required by the Foundation.

PERSON SPECIFICATION

We are looking for someone to be able to demonstrate the following values and competences to a high level and want to use these to the full in their work.

This is equally important as having the direct experience or technical ability for this role and so we will be looking for evidence and examples of the following during the selection process, if you are shortlisted for this role.

Values	Competencies
Collaborative	Communicating
Supportive	Taking Responsibility
Inclusive	Inspires & Empowers Others/Leading Others
Evidence based	Managing Relationships
Impactful	

EXPERIENCE & TRACK RECORD

- Some experience working within a community focused organisation
- Previous experience in leading a volunteer programme or team of volunteers
- Experience of developing and delivering a volunteer strategy
- Experience of recruiting and retaining a volunteer team
- Experience of delivering projects and activities with a customer focus
- Experience of working with partner organisations in the voluntary sector
- Experience of creating innovative and deliverable, volunteer led project plans

SKILLS, KNOWLEDGE AND ABILITIES

- A good level of understanding of volunteer recruitment, retention processes & procedures
- Track record of delivering and evaluating project activities
- Good communication, interpersonal and team building skills
- Excellent customer service skills
- Information and data management skills, able to record and monitor programmes and activity
- Knowledge of risk management including health and safety
- Good administration skills and high attention to detail
- Computer literate including experience of using Microsoft applications

ADDITIONAL JOB REQUIREMENTS

- Willingness and ability to work outside of normal office hours on occasion.
- Willingness to work flexibly in response to changing organisational requirements