

Volunteer

Programme Manager

(part time, 3 days per week)

Department:	HR & Volunteering
Job Title:	Volunteer Programme Manager (part time)
Accountable to:	Director of HR & Volunteering
Based at:	Head Office
salary:	Up to £40,000 (pro-rata £24,000)

Job Summary

The Volunteer Programme 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 the leadership and implementation of the Volunteer Strategy and specific projects in line with wider organisational goals. They will manage the volunteering budget and support recruitment, induction and the stewardship of volunteers as well as contribute to high levels of volunteer engagement & retention.

Working closely with all our internal departments and external volunteer networks, and with line management of the Volunteer Coordinator, the post holder will act as the first point of reference on 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 supporters.

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 Rainbow Trust's volunteer strategy to ensure the contributions of volunteers are embedded in our services and support our high performing culture
- Lead on the implementation of strategic volunteer projects to support organisational objectives, in conjunction with the Director of HR & Volunteering
- Lead on delivering a high quality volunteer recruitment process, running targeted regional recruitment campaigns, reviewing recruitment methods, and working with the Volunteer coordinator to promote 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 and recognition 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's volunteering programme through external PR and membership of influential volunteering networks
- Support the delivery of 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 best practice is followed to 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 in the development of volunteer engagement activities, including running online events, volunteers week, volunteer forums, training sessions and webinars, to build volunteer engagement.
- Work with the Marketing 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
- Support the Volunteering Team's Volunteers
- 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 the Rainbow Trust Values

Operational and Project Planning

- 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

General Responsibilities

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 induction 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
- Lead on administering DBS checks for volunteers, following guidelines set by the Disclosure and Barring Service
- Ensure that data relevant to area of responsibility and activity is appropriately recorded and stored on the appropriate internal databases
- 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, relevant laws 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

- Some UK travel will be required
- 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 must adhere to, Rainbow Trust's safeguarding policies and procedures
- 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
- 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 a manager

PERSON SPECIFICATION

Volunteer Programme Manager

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

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

- Knowledge of the principles of effective database management
- Knowledge of data analytics and reporting

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

Essential

Desirable

Thinking Style

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

- Idea generator – innovative and creative problem solver
- Timely decision maker, in response to varied activities and changing conditions
- Action orientated and collaborative
- Practical and results focussed
- Big picture thinker

Attainments

(Academic & prof qualifications & training)

- Evidence of literacy and numeracy appropriate to the level of the 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
- Some UK travel may be required