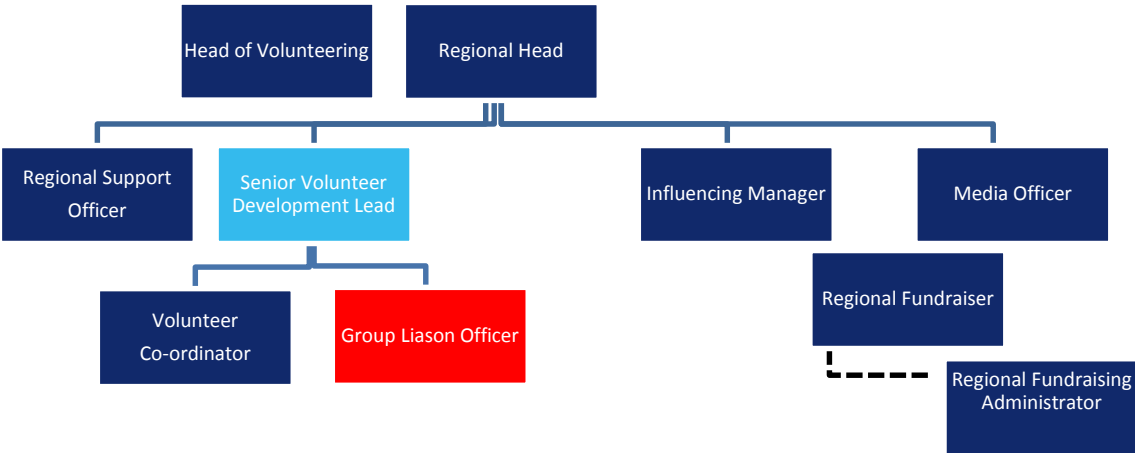


Job Title – Group Liaison Officer

DIRECTORATE:	Operations
TEAM:	Midlands & East
REPORTING TO:	<i>Senior Volunteer Development Lead</i>
CONTRACT:	<i>10 Month Fixed Term – Maternity Cover</i>



WORKING RELATIONSHIPS:

Inside Diabetes UK
Regional operations staff in particular but not limited to the local teams, other regional/national volunteering colleagues; national central volunteer team; regional fundraising colleagues; finance team
Outside Diabetes UK
People living or effected by diabetes; general public, other local agencies across statutory and voluntary sector

OVERALL PURPOSE OF THE JOB

This role will mainly focus on working with and supporting our local groups but will require input and support to all volunteer activity into the regions. The post holder will work closely with the regional team in ensuring that volunteers get a positive and consistent experience of working as part of Diabetes UK.

- To be the main point of contact and provide support to local groups to ensure that all processes relating to banking, keeping safe and legal, local groups agreement, KPI reporting, etc. are followed.
- Ensuring a consistent communication pathway and engagement between Diabetes UK and local groups and other volunteers.
- Work closely with fundraising colleagues to ensure that the Local Groups annual reporting and annual return of funds is smoothly and seamlessly implemented.
- Support the Senior Volunteer Development Lead in assessing and reporting on local groups' performance and welfare.
- Support the provision of training to meet the needs of local groups.

MAIN DUTIES AND RESPONSIBILITIES:

Process Management for Local Groups

- Supporting Banking arrangements
- Ensuring local groups adhere to Diabetes UK Keeping Safe and Legal guidelines
- Be responsible for ensuring local groups return their Annual returns and return excess funds
- Ensure that Local Groups Agreements are up to date and signed
- Work with Volunteer and Office Administrator to deliver monthly KPI reporting

Communications

- Routine communication (working with the local volunteer development team) to keep groups aware of the requirements and support of Diabetes UK.
- To take the lead in completing 'Quarterly calls' are undertaken with each group and ensuring the group tracker is updated, working with regional colleagues as appropriate.
- Routine sharing of information with fundraising colleagues
- Develop and maintain internal relationships with key stakeholders.

Group Support

- Support the local team in building the capacity of volunteers and local groups through delivery of training. This may involve visiting groups and either directly or supporting to deliver training locally as well as at Networking Days and bi-annual Volunteer Conferences.
- Provide administrative support in relation to the management of local groups, including support with e-communications

Other duties

- To develop a good understanding of all Diabetes UK Volunteer roles and to be able to answer routine enquiries regarding these roles with volunteers and prospective volunteers.
- To work closely with the regional teams in looking at volunteering, particular local groups needs across the patch.
- To work with Senior Volunteer Development Lead and volunteer co-ordinator in developing new groups according to local plans and need.
- Provide data to assist in the highlighting of themes and trends for the Senior Volunteer Development Lead
- To support the regional team in answering general enquiries into the office work as integral part of the regional team in covering office opening hours, staff leave etc. as required.
- Any other duties commensurate with the role that may be reasonably required

PERSON SPECIFICATION:

The best person for this job will have the following skills:

- Excellent communication skills, both written and over the phone
- Good IT skills, including website and social media
- Ability to manage own time and workload
- Strong customer service skills.
- Ability to prioritise and manage a varied workload efficiently
- Experience of Compliance
- Ability to work flexible hours evenings and occasional weekends. Some travel to other parts of the UK maybe required.

The best person for this job will have the following experience and qualifications:

- Experience of process management
- Experience of databases and spreadsheets
- Experience of volunteering, and/or working with volunteers
- Experience of working with a wide variety of people eg. from different backgrounds, cultures, ages
- Educated to at least 'A' level standard

The best person for this job will be:

- An excellent team player, and be able to evidence this.
- Highly motivated, solution focussed and resilient
- Highly organised and efficient with strong organisational skills and excellent attention to detail
- Fully competent in Microsoft Office, including Word, Excel and PowerPoint