

Job Title: Volunteer Programmes and Operations Manager

DIRECTORATE:	Operations
SECTION:	Volunteering
REPORTING TO:	Head of Volunteering
CONTRACT:	Fixed term contract to 31 st May 2020



WORKING RELATIONSHIPS:

Inside Diabetes UK
Volunteer Development team members across the Regions and Nations, staff across directorates and other staff from the Operations Department. Key contact with the Finance Team on matters regarding local group finances. Other relevant teams within the organisation including Marketing, Digital Media, Internal Communications, Brand and Creative Teams; volunteers and supporters and members of Diabetes UK.
Outside Diabetes UK
Third sector organizations, charity partners, volunteering development networks, perspective volunteers, people living with diabetes, carers and families.

OVERALL PURPOSE OF THE JOB

Diabetes UK is the leading diabetes charity in the UK. Our mission is that by bringing people together to work in partnership, we will support those living with diabetes, prevent Type 2, make research breakthroughs in diabetes and ultimately find a cure. We know that if we are going to tackle the diabetes crisis successfully, collectively we will need to engage and inspire a huge new community of support, who can work with us to reduce the impact of this devastating condition. And we know we need to make sure this leads to a sustainable growth in our income so that we can fulfil the ambitions of our strategy. Creating a revolution in understanding and support will be a critical part of our success.

This is a pivotal role within Diabetes UK. As a key member of our Central Volunteering Team you will lead elements of the Volunteering Strategy to develop and embed new initiatives across the organization whilst maintaining effective relationships with colleagues across the different directorates. You will have responsibility for managing, overseeing and reporting on operational activity and performance, as well as managing the support we offer to individual volunteers and volunteer-led Groups across the UK, ensuring that we improve our offer to volunteers and people living with diabetes.

Diabetes UK is committed to becoming a leading example for volunteering within the charity sector, ensuring that volunteers and Local Groups are appropriately recruited, selected, trained, supported and engaged in all their work. Key to this is the level of service and support that we provide to all volunteers and Local Groups to ensure volunteering at Diabetes UK is an enjoyable and worthwhile experience.

MAIN DUTIES AND RESPONSIBILITIES:

Providing Leadership and Operational development

- Lead key elements of the 2019 volunteering plans which contribute to the delivery of the organisation's Volunteering Strategy.
- Manage existing volunteering projects within existing timeframes
- Lead on key operational areas of volunteering, including the implementation of Diabetes UK's processes and resources to support staff to effectively recruit and manage volunteers
- Represent volunteering on organisational wide planning groups
- Develop, manage and embed the Diabetes UK Volunteer Journey across the organisation ensuring volunteers are engaged and supported throughout their time with us from recruitment to exit.
- Review and develop volunteering management tools and practices so that we improve the way we recruit, select, retain and monitor all aspects of the Diabetes UK volunteering programme.
- Perform a leadership and support function to Volunteers Managers across the regions and central teams.

Management and Development

- Support in the development of annual volunteering plans and determining key performance indicators.
- Manage the communications processes with volunteers, developing effective feedback systems to assess and improve the way we work.
- Manage and develop the volunteering tracking, monitoring and reporting system, analysing monthly/quarterly activity data and producing reports, for the Head of Volunteering, which highlights themes, trends and issues.
- Manage the operational engagement and support of all volunteer-led Groups across the UK, ensuring groups have access to the information and tools to carry out their role
- Work closely with teams across Diabetes UK to develop and roll out new volunteer roles and projects
- Line manage, support and develop the Volunteer Programmes Coordinator.

Local and Community Groups

- Lead and deliver a range of activities and initiatives, in line with the Volunteering strategy so we effectively develop Groups, Communities and networks across the regions and nations. This includes

supporting the Head of Volunteering in developing and rolling out new plans and engaging with key external stakeholders.

- Assess gaps and plans and deliver a range of activities and initiatives to Local Groups which ensure they have the right tools and information to carry out their role.
- Manage and improve central systems to ensure all groups receive effective and accurate support from the central team.

General

- Build strong and effective relationships with central, regional and national staff.
- Support the Volunteering Team across the UK as and when required.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate excellent project management skills, the ability to remain calm under pressure and balance conflicting priorities to deliver projects
- Analyse activity data and interpreting this to highlight trends and themes in activity and performance
- Demonstrate the ability to build relationships and to motivate and influence a wide range of audiences including paid colleagues, and volunteers, including experience of working across many teams within a multi-site organization
- Show the ability to work in a team environment with minimal supervision and the proven ability to build good relationships across an organization
- Demonstrate excellent verbal and written communication skills

The best person for this job will have experience in:

- Working with volunteers
- Line management and coaching and developing staff
- Managing national or large scale programmes
- Managing a number of different existing projects and plans
- Experience of developing and implementing monitoring and evaluation tools and systems

The best person for this job will be:

- Educated to degree level of equivalent
- Equipped with a knowledge of Diabetes UK and what we do
- Able to show energy and high levels of integrity in achieving goals
- Willing to work flexibly and outside of normal office hours and weekends on occasion and able to travel throughout the UK