

<p>Job Title Volunteer Support Officer – London</p>
<p>Key focus of the role The Volunteer Support Officer is responsible for recruitment, induction and support of volunteers within the London Region. Volunteers support and facilitate local groups, give talks and run stands at external events and with external organisations to raise awareness about the prevention of type 2 diabetes and how Diabetes UK can support those living with diabetes.</p>
<p>Key deliverables</p> <ul style="list-style-type: none"> ▪ Work with the Volunteering and Outreach Manager, and the wider London regional team, to ensure there is a meaningful plan for volunteer services that supports the Diabetes UK strategy ▪ Ensure that Diabetes UK systems and processes are followed. ▪ Support a network of groups, communities, volunteers and services working in support of our organisational strategy. ▪ Work with the Engaging Communities Officer to support partnerships with a wide range of organisations who support us in reaching and engaging with a broad range of communities.
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: Permanent ▪ Hours: 35 ▪ Pay range: Band: 7
<p>Key working relationships internal Regional and central operations staff, regional/national volunteering colleagues; regional fundraising staff.</p>
<p>Key working relationships external People living with or affected by diabetes, volunteers, the general public, other local agencies across statutory and voluntary sector and commercial and community organisations, community organisations.</p>

Directorate and team
This role sits in the **London Region Team** in the **Operations Directorate**

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graph TD
    Operations[Operations] --> ADLIRN[Assistant Director for Local Impact, Regions and Nations]
    Operations --> ADS[Assistant Director of Services]
    ADLIRN --> London[London]
    
    subgraph Job_and_reporting_Line [Job and reporting Line]
        Regional_Head[Regional Head] --> VOM[Volunteering and Outreach Manager]
        Regional_Head --> ICM[Improving Care Manager]
        Regional_Head --> CO[Comms Officer]
        Regional_Head --> ECO[Engaging Communities Officer]
        Regional_Head --> RSO[Regional Support Officer]
        VOM --> VSO[Volunteer Support Officer]
    end
  
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Job and reporting Line

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Communicating with others	Collaborating with Colleagues	Managing and Developing Others	Building External Relationships
<p>1. Be the first point of contact for all the volunteers and support groups.</p> <p>2. Be responsible for communication with volunteers and groups through emails, newsletters, phone calls, meetings to ensure that they are all kept up to date. (S)</p> <p>3. Organise and facilitate online meetings for volunteers using Zoom or Teams. (S)</p>	<p>4. Support the wider London Region team to work on key events and with general enquires.</p> <p>5. Work with the Volunteering and Outreach Manager and the Regional Support Office to plan and deliver the Volunteers' Conference.</p> <p>6. Work with other teams in the organisation to support training of volunteers.</p>	<p>7. Support volunteers with the logistics of volunteering including recruitment and keeping records updated on a Volunteer Management System. (S)</p> <p>8. Support volunteers to find the correct role for them within the organisation.</p> <p>9. Organise face to face meetings for training sessions for volunteers from planning to delivery. (S)</p>	<p>10. Work with organisations, community groups and other charities to raise awareness of diabetes and create volunteering opportunities. (S)</p>

Skills, knowledge, experience and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Communicating with others	Collaborating with colleagues.	Managing and Developing Others	Building External Relationships
<p>1. Ability to formulate and communicate messages in a range of formats to diverse audiences including emails and newsletters. (S)</p> <p>2. Competence in using a range of IT systems and packages, social media, data management systems and online platforms to communicate effectively with a range of audiences. (S)</p>	<p>3. Experience of working in a small team.</p> <p>4. Experience of working with colleagues in a team and other key internal stakeholders, at all levels to plan and deliver events. (S)</p> <p>5. Recent experience at a level that has required you to work at in a comparable role demonstrating the identified skills, knowledge and behaviours. (S)</p>	<p>6. Ability to engage, motivate and empower volunteers providing support and direction to enable them to engage in a range of opportunities.</p> <p>7. Experience of coordinating and facilitating small group training session.</p> <p>8. Experience of recruiting volunteers using safer recruitment methods including DBS checks.</p>	<p>9. Experience of working collaboratively with external groups and organisations which can be transferred to understand, reach and engage with diverse groups of people affected by diabetes. (S)</p> <p>10. Experience of working with individuals, groups or communities that are seldom heard and may not be easily visible.</p> <p>11. Willing to work flexibly and sometimes outside of normal office hours with occasional weekend working. Some travel across Greater London and once or twice a year the UK.</p>

Qualifications – Qualifications you need to carry out this role

n/a