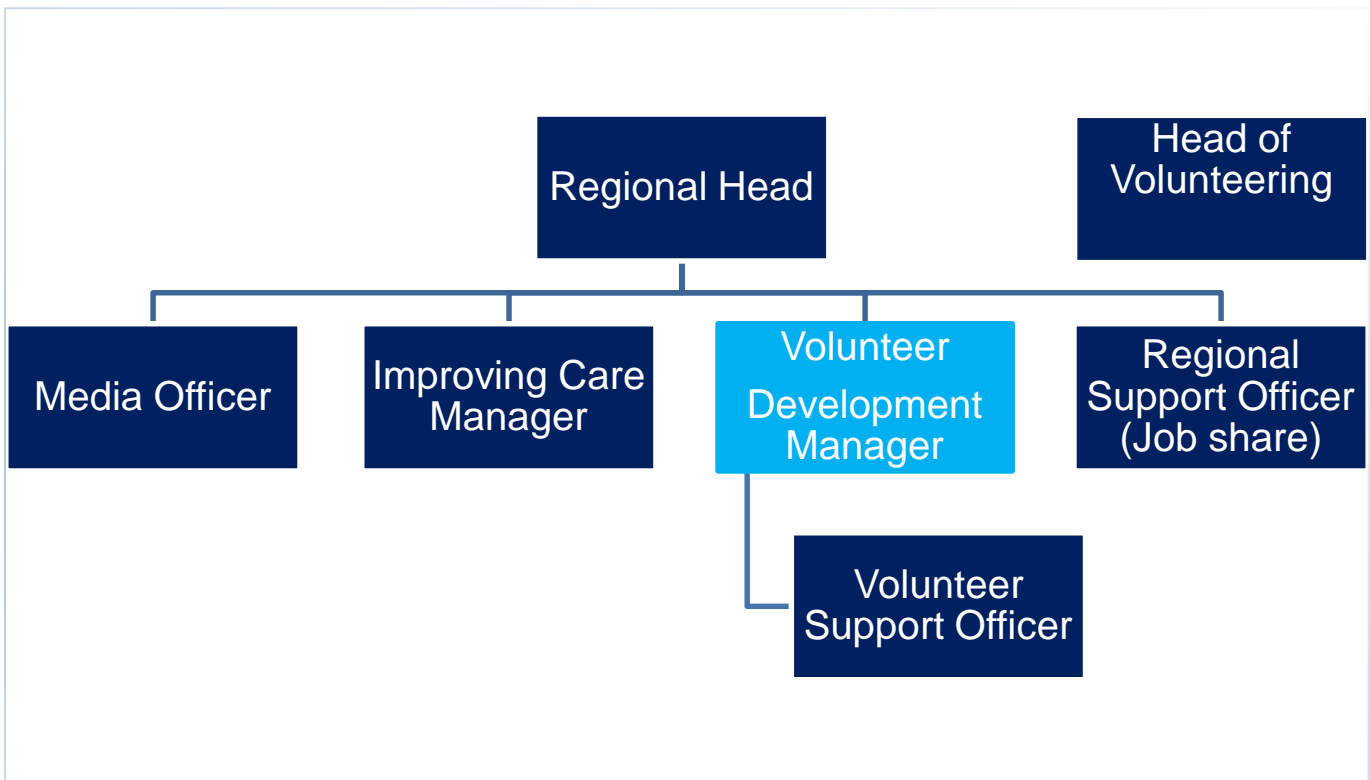


Volunteer Development Manager

<b>DIRECTORATE:</b>	Operations
<b>SECTION:</b>	London
<b>REPORTING TO:</b>	Regional Head
<b>CONTRACT:</b>	Permanent – Band 5



WORKING RELATIONSHIPS:

<b>Inside Diabetes UK</b>
London Region team other regional/national volunteering colleagues; national central volunteer team; regional fundraising colleagues; finance team
<b>Outside Diabetes UK</b>
People living or affected by diabetes; general public, other local agencies across statutory and voluntary sector, and commercial organisations

## **OVERALL PURPOSE OF THE JOB**

- To create and lead volunteering development plans across the Region; developing and driving volunteering growth plans and ensuring volunteering operates and develops in line best practice and policy.
- As part of an organisational wide Volunteering Management Team inform and drive a UK-wide Volunteer Development plan strategically and operationally.
- Develop and maintain effective internal relationships across Diabetes UK teams, taking the role as the 'expert' Volunteering Manager, influencing, sharing and pooling ideas, information and resources- to ensure a collaborative approach to furthering the charities work.
- To build the capacity and confidence across the local team [non-volunteering staff] relating to all types of volunteering, developing and coaching staff against volunteer policy and management standards.
- Source out, develop and maintain quality and impactful external relationships with key stakeholders to support planned growth, and lead on their continual development in line with any changes in local landscape.
- As senior member of the local team develop volunteer conflict management strategies and expertly manage and communicate with complex cases and groups of volunteers to reach resolution.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **Staff Management**

- Effectively line manage the London Region Volunteer Support Officer and support and coach other Regional staff relating to volunteering matters.

### **Volunteer Management**

- Drive a targeted volunteer recruitment plan and ensure the volunteers' journey is clear and qualitative from recruitment to exit.
- Directly and indirectly supervise, support and develop a team of individual volunteers to build our capacity to support people living or affected by diabetes.
- Ensure all policies relating to volunteers are communicated, understood and adhered to by all internal teams and their volunteer.

### **Operational Management**

- To have ultimate responsibility for the overall project management and performance of the local volunteer development team, and achieving 'individual volunteering plans' and 'local group and community plans' for London Region Inform and determine the future direction of volunteering and review internal operations and practice to support any changes
- To be an integral part of the local management team informing and influencing overall Regional plans and inform new volunteering approaches
- Manage identified groups and guide the volunteer staff [and any Individual volunteers who support groups], in supporting and assisting groups to work in line with the Group Agreements and other relevant policy and guidance.
- Lead, manage and assist with conflict resolution amongst volunteers and groups, representing and acting in the best interests of Diabetes UK at all times
- Contribute to the review and development of volunteer resources to assist in the delivery of the plans and to support volunteers in their roles

- Build the capacity of volunteers and local groups through delivery of training
- Support the review, and effective implementation, of policies and procedures which guide volunteer practices and programmes
- With the Regional Head ensure effective management of the Volunteer budget for London Region

### **Development**

- Take a community engagement and development approach to volunteering - embedding strength based ways of working throughout volunteering
- Scope and assess the need for volunteers and develop and implement an effective recruitment plan in line with organisational and local priorities
- Evaluate volunteering initiatives, impact and outcomes, and implement improvements as necessary.
- Maintain an asset map and engage with key stakeholders, partners and community assets to raise awareness and gain support for the volunteer initiatives and the organisation
- Inform and drive other plans and projects across Diabetes UK to develop opportunities for growing volunteering, alongside scoping opportunities to convert individuals/supporters into volunteers.

### **Marketing and Communication**

- Develop and lead a marketing and promotion plan
- Ensuring the effective co-ordination of volunteer events and training across the region/s.
- Explore and maintain other innovative ways to communicate and engage with current and prospective volunteers

### **Compliance**

- Ensure that volunteers work in a safe and supportive environment in accordance with all appropriate legislation and regulations
- Undertake the role and responsibility as the Regional Safeguarding Lead and take responsibility for health and safety and data protection relating to volunteering and groups, supported by your line Manager and Head of Volunteering.
- Manage and track compliance of group activities through the defined system, evaluating and sign off the risks associated with volunteer positions and group activities and take appropriate action to control the risks

### **General**

- Maintain excellent cross working relationships with internal teams and exploit opportunities for joint working for mutual benefit
  - Campaigning - support and increase membership of Influencing Volunteers and developing campaigning opportunities for local groups
  - Fundraising – supporting the development of fundraising communities or fundraising activities within existing groups
  - Supporting national events as required
  - London Region conferences and awards
  - Other internal initiatives as deemed a priority by Senior Management
- Support, advise and develop other national staff around volunteering related issues and for them to work effectively and cooperatively with volunteers
- Actively participate in the UK wide Volunteer Development Team forum to support ongoing developments and ensure a consistent approach to volunteering, reflective of local demography and geography

- Ensure activities meet with and integrate with organisational requirements and policies for quality management, health and safety, safeguarding, legal stipulations, environmental policies and general duty of care.
- Any other duties commensurate with the grade that may reasonably be required.

## PERSON SPECIFICATION:

### The best person for this job will be able to:

- Build relationships, motivate and influence a wide range of audiences including paid colleagues, and volunteers, including experience of working across many teams within a multi-site organisation
- Develop and deliver training to a range of audiences, including volunteers, colleagues and healthcare professionals
- Manage multiple projects including the recruitment, selection and retention of volunteers
- Balance conflicting priorities to deliver projects
- Utilise IT skills across all Microsoft Office packages including Outlook, Word, Excel, PowerPoint, Publisher and experience of managing data using organisational databases
- Demonstrate an understanding of the organisations that support people with long term conditions (e.g. NHS services, local authorities) (desirable)
- Demonstrate knowledge of current trends, resources and information related to volunteering (desirable)

### The best person for this job will have experience in:

- Operating at a management level in the voluntary sector organisation or a related field/sector and across multiple locations
- Line management and supporting personal development planning  
Developing and implementing monitoring and evaluation tools
- Monitoring and managing budgets
- Working on own initiative and prioritising workload
- All aspects of organising and delivering training or seminars for groups of people in external venues
- Working with self-managing voluntary support groups (desirable)

### The best person for this job will be:

- Qualified to degree level or equivalent experience
- Experienced in, and have knowledge of, safeguarding policies and procedures concerning children and vulnerable adults
- Experienced in project management, remaining calm under pressure  
Proficient in analysing data and interpreting this to highlight trends and themes in activity and performance
- Skilled in verbal and written communication
- Skilled in facilitation

- Able to work in a team environment with minimal supervision and the proven ability to build good relationships across an organisation
- Willing to work flexibly and outside of normal office hours and weekends and to travel throughout the UK.
- Qualified in volunteer management (desirable)