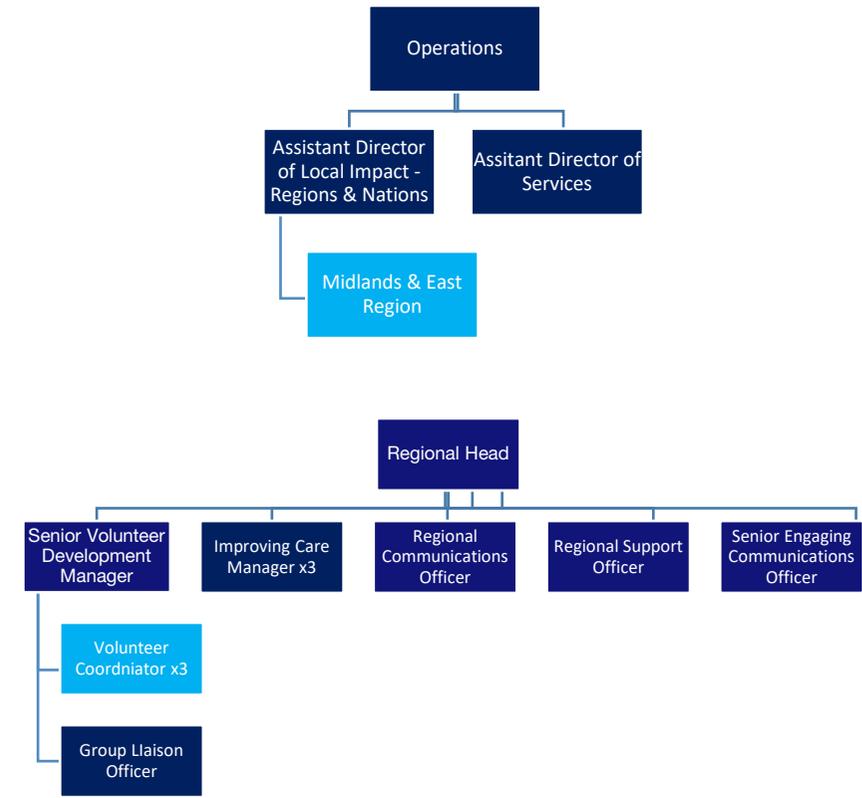


<p>Job Title Volunteer Co-Ordinator (West Midlands)</p>	<p>Directorate and team This role sits in the Midlands & Eastern Team in the Operations Directorate</p>
<p>Key focus of the role To ensure that volunteers have the skills, resources and confidence to make change happen in their communities; providing support and guidance to enable volunteers to contribute in flexible and meaningful ways, whilst supporting the Charity to achieve it's outcomes.</p>	<p>Department & Reporting line</p>  <pre> graph TD Ops[Operations] --> ADLIRN[Assistant Director of Local Impact - Regions & Nations] Ops --> ADS[Assitant Director of Services] ADLIRN --> MER[Midlands & East Region] RH[Regional Head] --> SVD[Senior Volunteer Development Manager] RH --> ICM[Improving Care Manager x3] RH --> RCO[Regional Communications Officer] RH --> RSO[Regional Support Officer] RH --> SEC[Senior Engaging Communications Officer] SVD --> VC[Volunteer Coordinatiator x3] SVD --> GLO[Group Llaison Officer] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Manage, support and develop a diverse team of individual volunteers and a network of local and community groups Ensure that volunteers are actively contributing to our Charity outcomes across a defined region Contribute to the development and delivery of regional volunteering plans We are currently exploring ways to expand our volunteer offer in the East of England, including developing community outreach and partnership working 	
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: 12 months fixed term Hours: 35 hours per week Pay range: Band: 7 	
<p>Key working relationships internal Regions/Nations, Volunteer Development Team, Community Fundraising, Finance, Marcomms, Information Governance, Campaigns & Mobilisation.</p>	
<p>Key working relationships external Volunteers, supporters, health care professionals, faith and community organisations, external agencies and people living with diabetes.</p>	

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	Managing and developing Others	Building external relationships	Managing and developing self
<ol style="list-style-type: none"> 1. Be the first point of contact for all volunteers and manage general volunteer enquiries. 2. Build strong relationships with our volunteers and champion volunteering best practice. 3. Recruit volunteers across a defined geographical area using a range of methods; online, face to face and Value Based interviews as required. 4. Attend and support regional events such as Living with Diabetes Days, conferences and residential days/weekends as required, including the coordination of volunteers for each event. 	<ol style="list-style-type: none"> 5. Keep all volunteer records up to date using our Volunteer Management System (Assemble), and any other systems, as required. (S) 6. Ensure all volunteers go through the 'volunteer journey' including the management of safer recruitment, induction, training, ongoing support and exit planning (S) 7. Deliver training to individual volunteers and groups; colleagues and external partners (S) 	<ol style="list-style-type: none"> 8. Develop new support groups in areas of priority need and on-line; explore the opportunity to develop community partnerships and deliver outreach (S) 9. Work with our network of support groups to ensure all areas of compliance are met, including safer recruitment, SAFE Assessments, areas of finance/annual reports and all mandatory training is completed in a timely manner. (S) 10. Complete partnership meetings with our network of Local and Community Groups, identifying development needs and reporting on progress. (S) 	<ol style="list-style-type: none"> 11. Organise, coordinate and attend regional volunteer networking days, volunteer team meetings, volunteer workshops and the annual volunteer conference alongside regional/national colleagues as required. 12. Contribute to the development of volunteering across the region, as an active member of the regional team and national Volunteer Development Team. 13. Develop new opportunities for volunteers to contribute to our outcomes, identifying and nurturing relationships with community and/or corporate partners that supports volunteer engagement.

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	Managing and developing others	Building external relationships	Managing and developing self
<ul style="list-style-type: none"> 1. Ability to formulate and communicate clear messages in a range of formats including but not exclusive to reports, presentations and social media. 2. Competence in using a range of IT systems and packages CRM/data management systems and online platforms to communicate effectively with a range of audiences. 	<ul style="list-style-type: none"> 3. Experience of working in a support role with groups both face to face and online. (S) 4. Ability to engage, motivate and empower volunteers providing support and direction and enabling them to engage in a range of opportunities using excellent communication and interpersonal skills (S) 	<ul style="list-style-type: none"> 5. Ability to engage with other groups and organisations, promoting Diabetes UK and identifying areas for collaboration. (S) 6. Experience of engaging individuals, groups and diverse communities. (S) 	<ul style="list-style-type: none"> 7. You will be self motivated with an ability to work well under pressure and prioritise your workload. (S) 8. You will be able to work as part of a team with colleagues and be able to escalate issues and concerns to your line manager. (S)

Qualifications – Qualifications you need to carry out this role

N/A