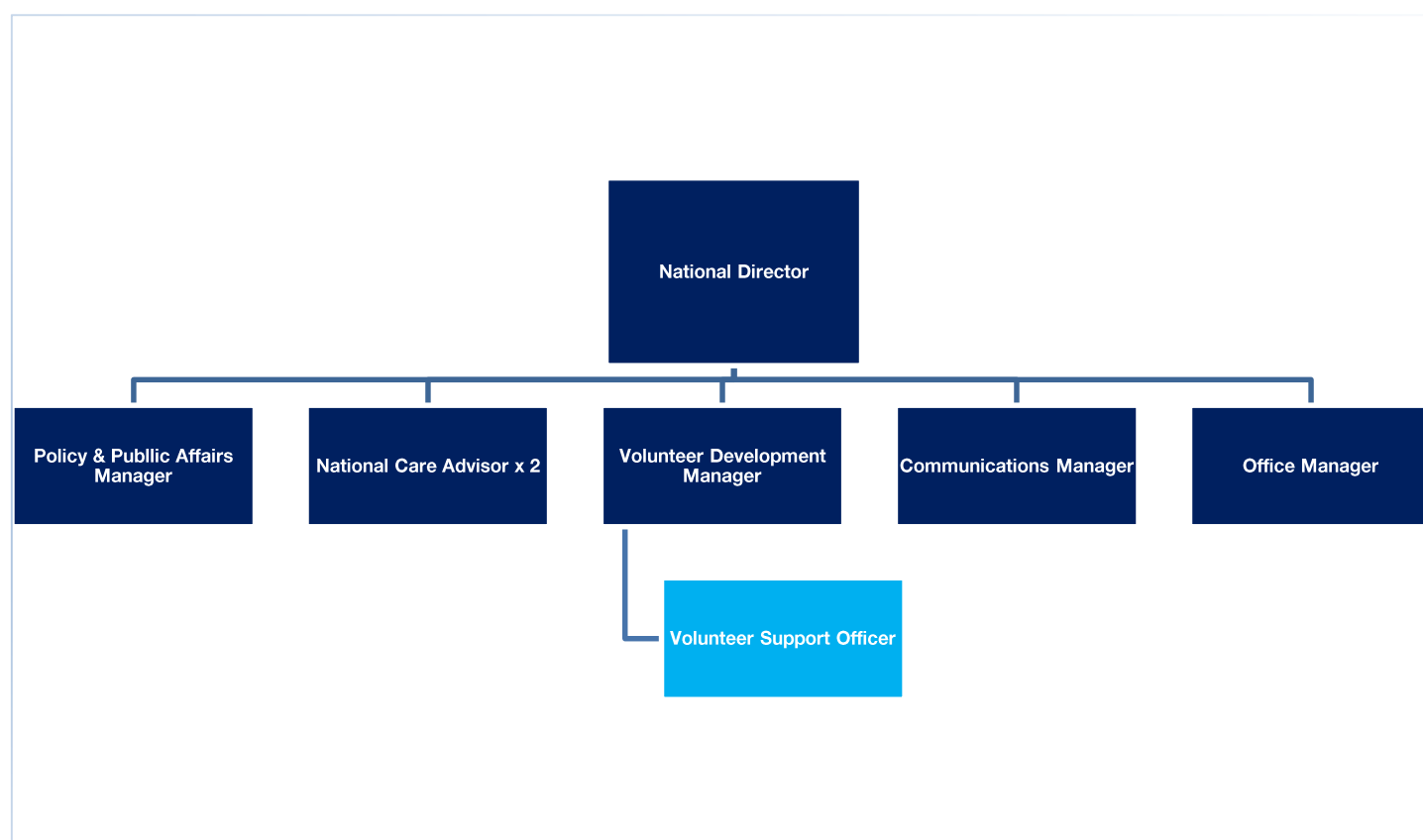


Volunteer Support Officer

DIRECTORATE:	Operations
SECTION:	Northern Ireland team
REPORTING TO:	Volunteer Development Manager
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK

Staff in the Northern Ireland office; Northern Ireland team; Volunteer Development Team and wider Operations Directorate; Other relevant teams within the organisation including, Prevention, Events, Safeguarding, Database marketing; Volunteers and Local groups, supporters and members of Diabetes UK.

Outside Diabetes UK

Potential volunteers; local volunteer organisations; people with diabetes; carers and families. General public (e.g. at public awareness events); possibly MLAs, HCPs etc. Other partner organisations. E.g. local healthy living initiatives.

OVERALL PURPOSE OF THE JOB

Volunteers make up a key part of Diabetes UK, and every year approximately 7,000 people give their time to help us increase our impact and extend our reach to support people with diabetes, their families and those at high risk of developing diabetes in the future. Within Diabetes UK the development of volunteering is led by the Central Volunteering Team, with Volunteer Development Manager and Volunteer Support Officers leading local delivery from our different Regional and National Offices from where they are managed.

MAIN DUTIES AND RESPONSIBILITIES:

We have a strategic commitment to growing the engagement and support of volunteers across all parts of the organisation. A key objective for the overall Volunteer Development Team is to support, develop and grow our network of volunteer led local groups and communities. Local groups form a part of Diabetes UK, but have their own names, are financially self-sustaining, and are all run locally by a committee of volunteers, community groups generally have one lead volunteer and may require additional support from the national or regional volunteer team. Other key volunteer roles that are supported locally will include those that are engaged in running awareness events, undertaking speaking engagements, risk assessments, campaigning and on occasion fundraising.

The post holder will provide effective support to the Volunteer Development Manager in the delivery of volunteering in Northern Ireland including taking the lead in coordinating certain areas or work and projects.

PERSON SPECIFICATION:

The best person for this job will be able to:

Project Work and Supporting individual volunteers:

- Work with the Volunteer Development Manager and partner agencies to promote volunteering opportunities within Northern Ireland.
- Work with the Volunteer Development Manager to ensure a coordinated approach to communications to volunteers within Northern Ireland.
- Run events and small projects defined by the Volunteer Development Manager and senior management.
- Support members of the Northern Ireland office and other Diabetes UK teams to develop volunteer roles, and source local volunteers.
- Work with other teams to co-ordinate volunteers involved in awareness events, risk assessments and other events including supporting/attending events where appropriate.
- Keep abreast of Diabetes UK volunteer policies and guidelines and support the Volunteer Development Manager to ensure volunteers are informed of these policies and are adhering to relevant practices.
- Act as the key point of contact for new volunteers.
- Support volunteers with logistics of their role including claiming expenses, attending training and events.
- Be responsible for maintaining up to date records of all volunteers and local and community groups in Northern Ireland according to Diabetes UK standards.
- Provide updates in relation to volunteering for the Northern Ireland website to the Northern Ireland Communications Manager.

Supporting Groups and Communities

- Provide administrative support in relation to the management of local and community groups including support with mailings and e-communications, signposting Diabetes UK resources.
- Provide groups with support to be able to use our web templates to set up new websites in line with consistency of branding.
- Provide ongoing support to community groups in updating their websites.
- Support local and community groups to increase their sustainability e.g. helping them recruit new committee members or attracting new people to their group.
- Support the development of new groups and people wanting to set up new groups e.g. supporting early development meetings and launch events. Engage with and involve local partner organisations to support the development of new groups.
- Ensure that local and community groups operate within the relevant groups Agreement and, where appropriate, Finance and Expenditure Guidelines.
- Support the delivery of Type 1 events and Family Weekends.

Other duties:

- Work with the Volunteer Development Manager to plan, co-ordinate and run the annual Volunteering Conference or networking days and Inspire awards in Northern Ireland.
- Support the Northern Ireland team including volunteers where needed e.g. dealing with general enquiries; input into team meetings; promote awareness of Diabetes UK membership.
- Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, data protection, legal stipulations, environmental policies and general duty of care.
- Any other duties commensurate with the grade that may reasonably be required.

The best person for this job will have experience in:

- Effective project management skills with and ability to work on own initiative and lead on well-defined work areas.
- Effective time management with an ability to juggle conflicting workloads.
- Demonstrating excellent communication and interpersonal skills.
- IT, including experience of social media, databases and MS Office applications including Outlook, Word, Excel, PowerPoint and Access databases,
- Effective and collaborative team working

The best person for this job will be:

- Educated to A level standard or equivalent. Or have relevant experience in similar work
- Equipped with a knowledge of Diabetes UK and what we do
- Able to show energy and high levels of integrity in achieving goals

- Willing & able to work flexible hours – evenings, occasional weekends and very occasional overnights.
- Willing & able to travel extensively across Northern Ireland and to Central Office in London.
- Valid driving license and access to a car for work purposes

Desirable

- Experience of delivering training