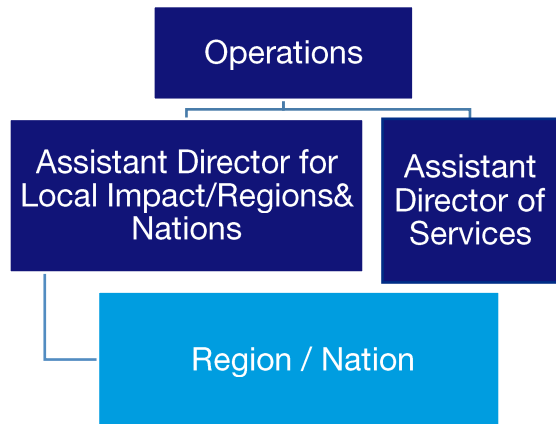
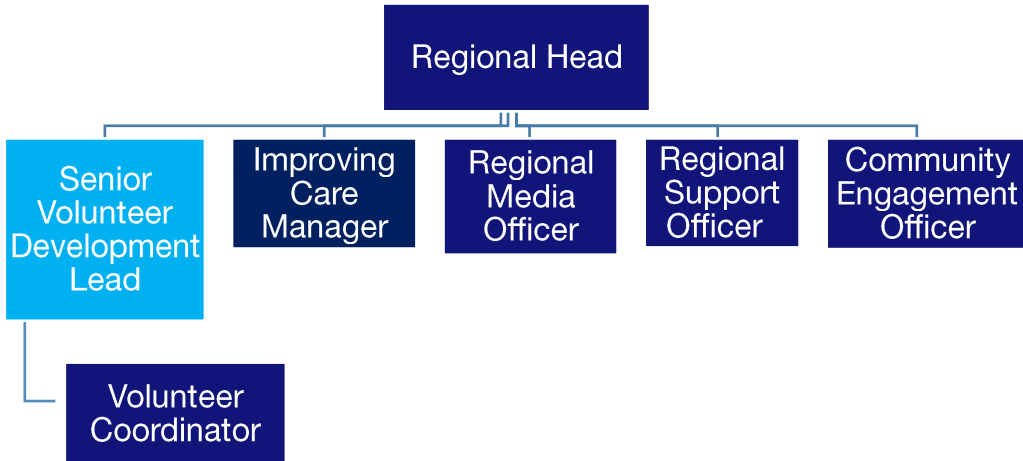


<p>Job Title Senior Volunteer Development Lead</p>	<p>Directorate and team This role sits in the North Region Team of the Regions and Nation team in the Operations Directorate</p>
<p>Key focus of the role</p> <p>The Senior Volunteer Development Lead is responsible for leading the support and development of volunteering in the region.</p>	 <pre> graph TD Ops[Operations] --> ADL[Assistant Director for Local Impact/Regions & Nations] Ops --> ADS[Assistant Director of Services] ADL --> RN[Region / Nation] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> ▪ To support the creation review and implementation of the volunteering development plans across the North of England region. ▪ Develop and maintain effective internal relationships across Diabetes UK teams, taking the role as the ‘Knowledgeable’ Volunteering Manager, influencing, sharing and pooling ideas, information and resources- to ensure a collaborative approach to delivering the charities strategy ▪ Drive a targeted volunteer recruitment plan and ensure the volunteers’ journey is clear, effective and efficient from recruitment to exit. ▪ Nurture and develop internal and external partnerships that grow volunteer opportunities 	<p>Job and reporting Line</p>  <pre> graph TD RH[Regional Head] --> SVDL[Senior Volunteer Development Lead] RH --> ICM[Improving Care Manager] RH --> RMO[Regional Media Officer] RH --> RSO[Regional Support Officer] RH --> CEO[Community Engagement Officer] SVDL --> VC[Volunteer Coordinator] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: 12 month FTC (Maternity Cover) ▪ Hours: 35 (full-time) ▪ Pay range: Band 5 	
<p>Key working relationships internal</p> <p>Regional operations staff in particular but not limited to the local teams, other regional/national volunteering colleagues; national central volunteer team; regional fundraising colleagues; finance team</p>	

Key working relationships external	
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people living or effected by diabetes; general public, other local agencies across statutory and voluntary sector and commercial and community organisations	
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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

Building External relationships	Managing & Developing Others	Communicating With Others	Making Change Happen
<ol style="list-style-type: none"> 1. Source out, develop and maintain quality and impactful external relationships with key stakeholders to support planned growth, and lead on continual development in line with any changes in local landscape (S). 2. 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. 3. Manage identified groups and guide the regional volunteer staff [and any Individual volunteers who support groups], in supporting and assisting groups to work in line with 	<ol style="list-style-type: none"> 5. Implement the volunteering development plans across the region[s]; developing and driving volunteering growth plans and ensuring volunteering operates and develops in line best practice and policy. 6. Effectively line manage the volunteer development team and indirectly manage and support and coach other regional staff relating to volunteering matters (S). 7. Directly and indirectly supervise, support and develop a team of individual volunteers to build our capacity to support people living or affected by diabetes. 8. Undertake the role and responsibility as the Region/s Safeguarding 	<ol style="list-style-type: none"> 9. 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 (S). 10. 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. 11. Ensure all policies relating to volunteers are communicated, understood and adhered to by all. 	<ol style="list-style-type: none"> 12. As part of an organisational wide Volunteering Management Team inform and drive a UK-wide Volunteer Development plan strategically and operationally. 13. 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 the region (S). 14. Inform and determine the future direction of volunteering and review internal operations and

<p>the Group Agreements and other relevant policy and guidance.</p> <p>4. 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</p>	<p>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.</p>		<p>practice to support any changes</p> <p>15. Contribute to the review and development of volunteer resources to assist in the delivery of the plans and to support volunteers in their roles</p>
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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.

Building External Relationships	Managing & Developing Others	Communicating with Others	Making Change Happen
<ul style="list-style-type: none"> 1. Have knowledge and experience of Facilitating, developing and delivering training to a range of audiences, including volunteers, colleagues and healthcare professionals 2. Be able to demonstrate ability to build relationships 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 organisation (S). 3. Demonstrate understanding of the organisations that support people with long term conditions (e.g. NHS services, local authorities, community-based organisations) 	<ul style="list-style-type: none"> 4. Manage projects, remaining calm under pressure and balancing conflicting priorities to deliver projects (S). 5. Understand Safeguarding policies and procedures concerning children and vulnerable adults and support others as a designated Safeguarding contact. 6. Managing multiple projects including the recruitment, selection and retention of volunteers. 7. Work collaboratively with external community organisations to understand the needs of diverse groups and how volunteering may support them. 	<ul style="list-style-type: none"> 8. Work in a team environment with minimal supervision and the proven ability to build good relationships across an organisation (S). 9. Develop relationships with key internal colleagues to support volunteering across the region and wider organisation. 10. Have the ability to communicate complex information in a simple way relevant to different audiences. 	<ul style="list-style-type: none"> 11. Analyse and interpret data to highlight trends and themes in activity and performance. 12. Keep up to date with current trends, resources and information related to volunteering. 13. Be able to operate at a management level managing staff across multiple locations (S). 14. Developing and implementing monitoring and evaluation tools.

Qualifications – Qualifications you need to carry out this role

Willing to work flexibly and outside of normal office hours and weekends and be able to travel throughout the region and wider UK.