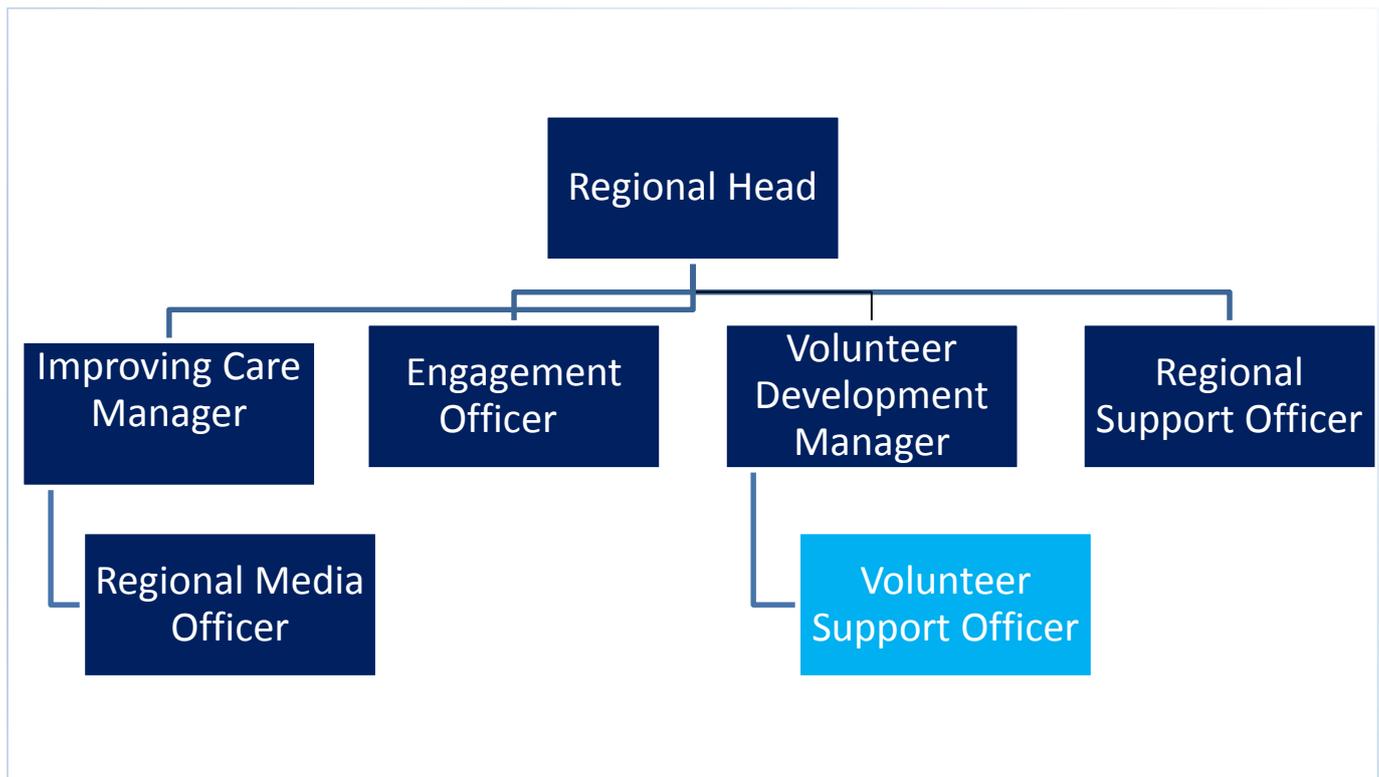


**Volunteer Support Officer**

<b>DIRECTORATE:</b>	Operations
<b>SECTION:</b>	South East team
<b>REPORTING TO:</b>	Volunteer Development Manager
<b>CONTRACT:</b>	Permanent – Band 7



**WORKING RELATIONSHIPS:**

<b>Inside Diabetes UK</b>
Staff in the South East office; South East team; Volunteer Development Team and wider Operations Directorate; Other relevant teams within the organisation including, Prevention, Events, Type 1 team, Safeguarding, Database marketing; Volunteers and Local groups, supporters and members of Diabetes UK.
<b>Outside Diabetes UK</b>
Potential volunteers; local volunteer organisations; people with diabetes; carers and families. General public (e.g. at public awareness events); possibly MPs, 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:**

### **Supporting individual volunteers:**

- Work with the Volunteer Development Manager and partner agencies to promote volunteering opportunities within the region.
- Recruit, train and support volunteers across the region
- Ensure that all individual and group volunteers are recruited in line with the Safer Recruitment policy.
- Support volunteers with logistics of their role including claiming expenses, attending training and events.
- Act as the key point of contact for volunteers within the region.
- 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.
- Be responsible for maintaining up to date records of all volunteers and local and community groups in the South East according to Diabetes UK standards.
- Ensuring the central quarterly volunteer/group reports are completed.

### **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.
- Support groups/communities to be able to set up, use and update our website templates in line with Diabetes UK branding guidelines.
- Developing new ways to support local and community groups to increase their sustainability e.g. helping them recruit new members.
- Support the VDM in ensuring all groups have an annual partnership meeting or call.
- Support the development of new groups e.g. Type1 Family groups by supporting early development meetings and launch events. Engage with and involve local partner organisations to support the development of new groups.
- Lead on and manage the group's annual returns and activity reports process.
- Work with the VDM and central team to ensure the local groups safeguarding report is complete.
- Ensure that local and community groups operate within the relevant groups Agreement and, where appropriate, Finance and Expenditure Guidelines.

### **Events:**

- Support the Volunteer Development Manager to plan, co-ordinate and run Volunteer Conferences, networking days and Inspire awards.
- Manage awareness event requests – co-ordinating volunteers, ordering materials, risk assessments, liaising with venues and organisers, including supporting/attending events where appropriate.

- Support other teams within the organisation e.g. Campaigns, Fundraising and Type1 team to recruit and engage volunteers for events and other activities.

**Other duties:**

- Work with the Volunteer Development Manager to ensure a coordinated approach to communications to volunteers within the region.
- Work with the Media Officer to increase volunteer case studies, promote activity to local media, social and digital media.
- Support the South East team 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.
- Provide updates in relation to volunteering for the South East website, working with other team members to update the website.
- Any other duties commensurate with the grade that may reasonably be required.

**PERSON SPECIFICATION:**

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

- Experience of working with and supporting volunteers
- Experience of managing administrative tasks for events, including bookings, venue logistics and event resources
- Experience of supporting the delivery of a range of different projects, within a busy team.
- Experience of providing excellent administration
- Ability to write and communicate with a range of different audiences.
- Analytical and numeric skills with strong attention to detail.

**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 email, Word, and databases to maintain accurate records and produce reports
- 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 and a number of weekends
- Willing & able to travel extensively across the South East and to Central Office in London, with occasional travel to other offices for meetings.
- Valid driving license and access to a car for work purposes

**Desirable**

Experience of delivering training