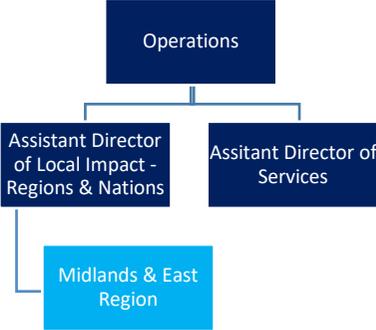
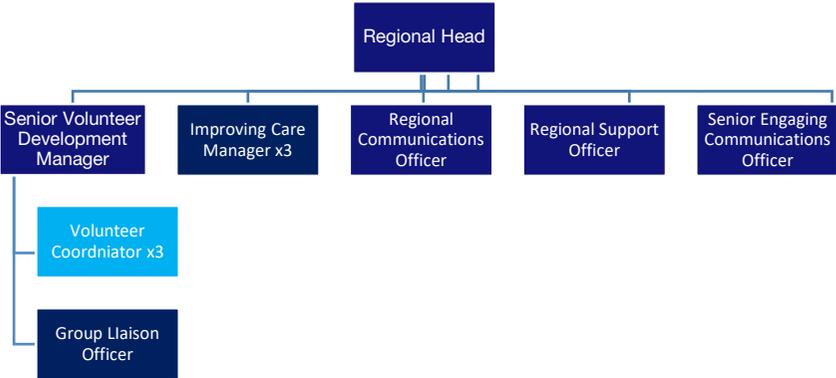


<p><b>Job Title</b> Volunteer Co-Ordinator (Eastern)</p>	<p><b>Directorate and team</b> This role sits in the Midlands &amp; Eastern Team in the Operations Directorate</p>
<p><b>Key focus of the role</b> To ensure that volunteers have the skills, resources and confidence to make change happen in their 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><b>Department &amp; Reporting line</b></p>  <pre> graph TD     Ops[Operations] --&gt; ADLIR[Assistant Director of Local Impact - Regions &amp; Nations]     Ops --&gt; ADS[Assitant Director of Services]     ADLIR --&gt; MER[Midlands &amp; East Region]     </pre>
<p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>Manage, support and develop a diverse team of individual volunteers and a network of local and community groups</li> <li>Ensure that volunteers are actively contributing to our Charity outcomes across a defined region</li> <li>Contribute to the development and delivery of regional volunteering plans</li> <li>We are currently exploring ways to expand our volunteer offer in the East of England, including developing community outreach and partnership working</li> </ul>	 <pre> graph TD     RH[Regional Head] --&gt; SVD[Senior Volunteer Development Manager]     RH --&gt; ICM[Improving Care Manager x3]     RH --&gt; RCO[Regional Communications Officer]     RH --&gt; RSO[Regional Support Officer]     RH --&gt; SEC[Senior Engaging Communications Officer]     SVD --&gt; VC[Volunteer Coordiniator x3]     SVD --&gt; GLO[Group Liaison Officer]     </pre>
<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li><b>Contract type:</b> 12 months fixed term</li> <li><b>Hours:</b> 35 hours per week</li> <li><b>Pay range:</b> Band: 7</li> </ul>	
<p><b>Key working relationships internal</b> Regions/Nations, Volunteer Development Team, Community Fundraising, Finance, Marcomms, Information Governance, Campaigns &amp; Mobilisation.</p>	
<p><b>Key working relationships external</b> 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"> <li>1. Be the first point of contact for all volunteers and manage general volunteer enquiries.</li> <li>2. Build strong relationships with our volunteers and champion volunteering best practice.</li> <li>3. Recruit volunteers across a defined geographical area using a range of methods; online, face to face and Value Based interviews as required.</li> <li>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.</li> </ol>	<ol style="list-style-type: none"> <li>5. Keep all volunteer records up to date using our Volunteer Management System (Assemble), and any other systems, as required. <b>(S)</b></li> <li>6. Ensure all volunteers go through the 'volunteer journey' including the management of safer recruitment, induction, training, ongoing support and exit planning <b>(S)</b></li> <li>7. Deliver training to individual volunteers and groups; colleagues and external partners <b>(S)</b></li> </ol>	<ol style="list-style-type: none"> <li>8. Develop new support groups in areas of priority need and on-line; explore the opportunity to develop community partnerships and deliver outreach <b>(S)</b></li> <li>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. <b>(S)</b></li> <li>10. Complete partnership meetings with our network of Local and Community Groups, identifying development needs and reporting on progress. <b>(S)</b></li> </ol>	<ol style="list-style-type: none"> <li>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.</li> <li>12. Contribute to the development of volunteering across the region, as an active member of the regional team and national Volunteer Development Team.</li> <li>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.</li> </ol>

**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
<p>1. Ability to formulate and communicate clear messages in a range of formats including but not exclusive to reports, presentations and social media.</p> <p>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.</p>	<p>3. Experience of working in a support role with groups both face to face and online. <b>(S)</b></p> <p>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 <b>(S)</b></p>	<p>5. Ability to engage with other groups and organisations, promoting Diabetes UK and identifying areas for collaboration. <b>(S)</b></p> <p>6. Experience of engaging individuals, groups and diverse communities. <b>(S)</b></p>	<p>7. You will be self motivated with an ability to work well under pressure and prioritise your workload. <b>(S)</b></p> <p>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. <b>(S)</b></p>

**Qualifications – Qualifications you need to carry out this role**

N/A