

Job Title

Volunteer Support Officer - London

Key focus of the role

The Volunteer Support Officer is responsible for recruitment, induction and support of volunteers within the London Region. Volunteers support and facilitate local groups, give talks and run stands at external events and with external organisations to raise awareness about the prevention of type 2 diabetes and how Diabetes UK can support those living with diabetes.

Key deliverables

- Work with the Volunteering and Outreach Manager, and the wider London regional team, to ensure there is a meaningful plan for volunteer services that supports the Diabetes UK strategy
- Ensure that Diabetes UK systems and processes are followed.
- Support a network of groups, communities, volunteers and services working in support of our organisational strategy.
- Work with the Engaging Communities Officer to support partnerships with a wide range of organisations who support us in reaching and engaging with a broad range of communities.

Contractual information

Contract type: Permanent

• **Hours**: 35

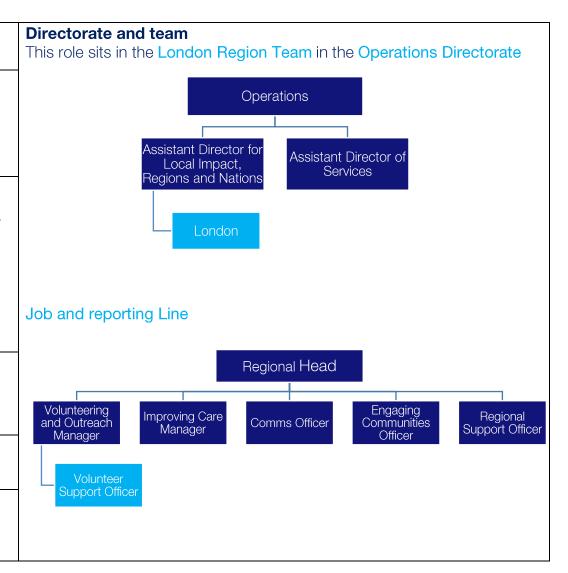
Pay range: Band: 7

Key working relationships internal

Regional and central operations staff, regional/national volunteering colleagues; regional fundraising staff.

Key working relationships external

People living with or affected by diabetes, volunteers, the general public, other local agencies across statutory and voluntary sector and commercial and community organisations, community organisations.





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	Collaborating with Colleagues		anaging and Developing hers	Building External Relationships
Be the first point all the voluntee groups.	rs and support	4. Support the wider London Region team to work on key events and with general enquires.	7.	Support volunteers with the logistics of volunteering including recruitment and keeping records updated on a	10. Work with organisations, community groups and other charities to raise awareness of diabetes and create
and groups th	n with volunteers rough emails,	5. Work with the Volunteering and Outreach Manager and the		Volunteer Management System. (S)	volunteering opportunities. (S)
newsletters, p meetings to er are all kept up	nsure that they	Regional Support Office to plan and deliver the Volunteers' Conference.	8.	Support volunteers to find the correct role for them within the organisation.	
3. Organise and meetings for v Zoom or Team	olunteers using	6. Work with other teams in the organisation to support training of volunteers.	9.	Organise face to face meetings for training sessions for volunteers from planning to delivery. (S)	



Skills, knowledge, experience and behaviours – <u>How</u> 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.

3. Experience of working in a		
small team. 4. Experience of working with colleagues in a team and other key internal	6. Ability to engage, motivate and empower volunteers providing support and direction to enablethem to engage in a range of opportunities.	9. Experience of working collaboratively with external groups and organisations which can be transferred to understand, reach and engage with diverse groups of
stakeholders, at all levels to plan and deliver events. (S) 5. Recent experience at a level that has required you to work	7. Experience of coordinating and facilitating small group training session.8. Experience of recruiting	people affected by diabetes. (S) 10. Experience of working with individuals, groups or
at in a comparable role demonstrating the identified skills, knowledge and behaviours. (S)	volunteers using safer recruitment methods including DBS checks.	communities that are seldom heard and may not be easily visible.
		11. Willing to work flexibly and sometimes outside of normal office hours with occasional weekend working. Some travel across Greater London and once or twice a year the UK.
	 4. Experience of working with colleagues in a team and other key internal stakeholders, at all levels to plan and deliver events. (S) 5. Recent experience at a level that has required you to work at in a comparable role demonstrating the identified skills, knowledge and 	 4. Experience of working with colleagues in a team and other key internal stakeholders, at all levels to plan and deliver events. (S) 5. Recent experience at a level that has required you to work at in a comparable role demonstrating the identified skills, knowledge and support and direction to enablethem to engage in a range of opportunities. 7. Experience of coordinating and facilitating small group training session. 8. Experience of recruiting volunteers using safer recruitment methods including DBS checks.

Qualifications – Qualifications you need to carry out this role

n/a