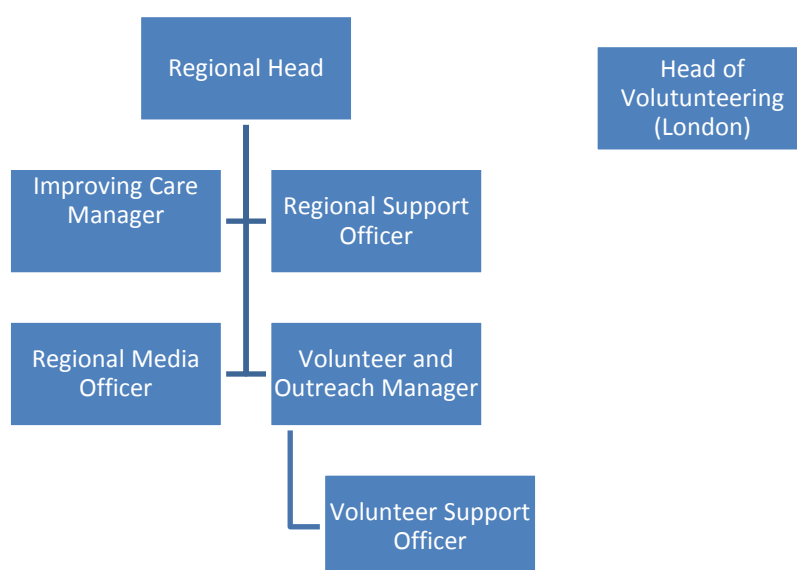


Job Title Volunteer Support Officer

DIRECTORATE:	Operations
SECTION:	South West
REPORTING TO:	Volunteering and Outreach Manager
CONTRACT:	Fixed term contract to 16 August 2019 35 hours per week



WORKING RELATIONSHIPS:

Inside Diabetes UK
The south west regional team; Central Volunteering team and wider Operations directorate; finance team; fundraising; Regional volunteers (various roles); Local group committees; Local communities.
Outside Diabetes UK
People living with diabetes; general public; healthcare professionals, NHS and Public health organisations other voluntary and community organisations.

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 the Volunteering and Outreach Manager and Volunteer Support Officer leading the local delivery of our strategy managed by the South West Regional Head.

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 Volunteering 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. 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 fundraising.

The post holder will provide effective support to the Volunteering and Outreach Manager in the delivery of volunteering in the Region including taking the lead in coordinating certain areas of work and projects.

MAIN DUTIES AND RESPONSIBILITIES:

Deliver project work and support individual volunteers (under the direction of the Volunteering and Outreach manager):

- promote volunteering opportunities within the region.
- ensure a coordinated approach to communications to volunteers within the region/nation.
- Produce the monthly round robin communication to volunteers
- Run events and small projects
- Work with members of the Regional/National 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 Volunteering and Outreach Manager to ensure volunteers are informed of these policies and adhering to relevant practices.
- Act as the key point of contact for 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 groups in the region according to Diabetes UK standards.
- Update the regional website in relation to volunteering.

Supporting Groups and Communities

- Provide administrative support in relation to the management of local 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 our branding.
- Support local 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 communities and people wanting to set up new groups or communities e.g. supporting early development meetings and launch events.
- Ensure that groups operate within the Local Groups Agreement and Finance and Expenditure Guidelines.

Other duties:

- Work with the Volunteering and Outreach Manager to plan, co-ordinate and run the annual Volunteering Conference, networking days, Inspire awards and training days in the region.
- Support the regional/national 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.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Understand the principles of volunteer management.
- Work as part of a team
- Organise events including venue hire and arranging catering within an agreed budget
- Work on own initiative and lead on well-defined work areas
- Demonstrate excellent administration skills

The best person for this job will have experience in:

- Working in the voluntary sector and/or working with volunteers.
- Project management
- Time management with an ability to juggle conflicting workloads.
- Communication, both verbal and written, with excellent interpersonal skills.
- Using Word, databases and email
- Delivering training (desirable)
- Managing a small budget and processing invoices (desirable)

The best person for this job will be:

- Able to work flexible hours – evenings and occasional weekends along with some travel within the region/nation and to Central Office in London. A valid driving licence and access to a car is desirable.
- Educated to A Level standard or equivalent
- Approachable
- Organised and a team player
- Passionate about volunteering and supporting our volunteers