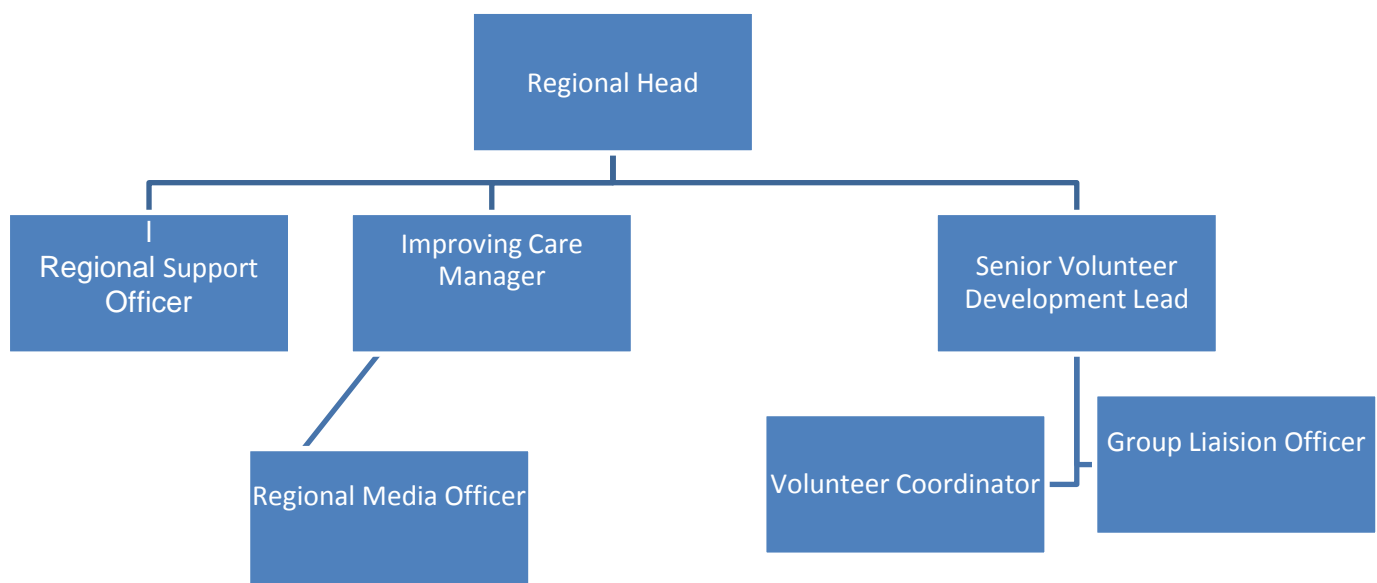


**Job Title: Group Liaison Officer**

|               |  |
|---------------|--|
| DIRECTORATE:  | Operations                                       |
| SECTION:      | South East & London Regional Teams (based Epsom) |
| REPORTING TO: | Senior Volunteer Development Lead                |
| CONTRACT:     | Permanent  |

## Insert Org chart



## WORKING RELATIONSHIPS:

**Inside Diabetes UK**

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

**Outside Diabetes UK**

People living or effected by diabetes; general public, other local agencies across statutory and voluntary sector

## **OVERALL PURPOSE OF THE JOB**

This role will mainly focus on working with and supporting our local groups but will require input and support to all volunteer activity into the regions. The post holder will work closely with the regional teams in ensuring that volunteers get a positive and consistent experience of working as part of Diabetes UK.

- To be the main point of contact and provide support to local groups to ensure that all processes relating to banking, keeping safe and legal, local groups agreement, KPI reporting, etc are followed.
- Ensuring a consistent communication pathway and engagement between Diabetes UK and local groups and other volunteers.
- Work closely with fundraising colleagues to ensure that the Local Groups annual reporting and annual return of funds is smoothly and seamlessly implemented.
- Support the Senior Volunteer Development Lead in assessing and reporting on local groups' performance and welfare.
- Support the provision of training to meet the needs of local groups.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **Process Management for Local Groups**

- Supporting Banking arrangements.
- Ensuring local groups adhere to Diabetes UK Keeping Safe and Legal guidelines.
- Be responsible for ensuring local groups return their Annual returns and return excess funds.
- Ensure that Local Groups Agreements are up to date and signed.
- Work with Regional Colleagues to deliver monthly KPI reporting.

### **Communications**

- Routine communication to keep groups aware of the requirements/support of Diabetes UK.
- To take the lead in completing 'Quarterly calls'.
- Routine sharing of information with fundraising and other colleagues.
- Develop and maintain internal relationships with key stakeholders.

### **Group Support**

- Support the local teams in building the capacity of volunteers and local groups through delivery of training. This may involve visiting groups and either directly or supporting delivery of training locally as well as at Networking Days and Volunteer Conferences.
- Provide administrative support in relation to the management of local groups, including support with e-communications.

### **Other duties**

- To develop a good understanding of all Diabetes UK Volunteer roles and to be able to answer routine enquiries regarding these roles with volunteers and prospective volunteers.
- To work with colleagues in developing new groups according to local plans and need.
- Provide data to assist in the highlighting of themes and trends for the Senior Volunteer Development Lead.
- To support the South East regional team in answering general enquiries into the office and work as integral part of the regional team in covering office opening hours, staff leave etc as required.
- Any other duties commensurate with the role that may be reasonably required.

## **PERSON SPECIFICATION:**

The best person for this job will be able to:

- ✓ Communicate positively and effectively with colleagues, volunteers, and the general public over the phone and through written communications.
- ✓ Demonstrate strong customer service skills.
- ✓ Present and explain processes and information in an easily understandable format.
- ✓ Demonstrate good IT skills, including website and social media.
- ✓ Be able to prioritise and manage a varied workload efficiently.
- ✓ Demonstrate understanding of confidentiality and data protection.

#### The best person for this job will have experience in:

- ✓ Volunteering and/or working with volunteers.
- ✓ Process management.
- ✓ Using Microsoft packages as well as databases and spreadsheets.
- ✓ Working with a wide variety of people, eg. From different backgrounds, cultures, ages.
- ✓ Compliance management (desirable).

#### The best person for this job will be:

- ✓ Be educated to A level or equivalent.
- ✓ Self-motivated and be able to manage their own workload.
- ✓ Able to work flexible hours, some evenings and occasional weekends. Work with the South East Regional Team to ensure the office is covered 9-5.
- ✓ Able to travel to the London office on a regular basis and to travel to various parts of the two regions to support volunteers. Occasional travel to other parts of the UK.