



JOB DESCRIPTION

VOLUNTEER MANAGER

Role title:	Volunteer Manager
Reporting to:	General Manager
Based at:	Lindengate
Hours:	40 hours per week. Hours to be agreed on appointment.
Salary	£13.50 per hour

Main purpose of the role:

“To ensure Lindengate achieves and maintains excellence in the following 6 aspects of volunteering:”.

- Volunteering is embedded within the overall vision, values, culture and aims of the charity and its impact is recognised, evaluated and communicated.
- People policies and procedures have been put in place to ensure volunteering is well managed
- There is a positive approach to inclusion, equality and diversity and a proactive approach to making volunteering accessible
- It is easy for people to find out about opportunities, explore whether they are right for them, and get involved
- Volunteers feel supported at all times, that they are part of the charity and that their contribution makes a difference
- Volunteers are valued and there are opportunities for volunteers to develop and grow through their experiences.

Responsibilities

- To recruit and retain volunteers in accordance with the agreed needs of the charity
- To manage the overall provision of training for all volunteers in all departments and work alongside the relevant staff to review and agree the content and ensure that all statutory and mandatory training is given and recorded.
- To ensure that all new volunteers are on boarded correctly and receive an agreed induction in line with current Health and Safety and safeguarding legislation and which ensures they are well-prepared to undertake all aspects of their volunteering role.
- To propose and subsequently manage agreed volunteer budgets in line with the agreed business plan

- To work with other Managers and where appropriate make decisions, to ensure that volunteers are appropriately placed within Lindengate's programmes, according to their skill sets and wellbeing resilience.
- To ensure that mechanisms/processes are in place so all volunteers have the opportunity of a voice within Lindengate and that their wellbeing needs are met at all times as is reasonably possible in line with Lindengate's ethos.
- To further develop, protect and uphold Lindengate's credibility and reputation for offering an exceptional volunteering experience.
- To work with the General Manager to develop new volunteering initiatives with a view to fulfilling Lindengate's more long term strategic plans
- To work with Lindengate's partners and Managers to promote, successfully facilitate and evaluate existing volunteer programmes and proactively look to develop new ones in line with suitably researched and recognised need.
- To liaise with all managers to define roles and put together Job specs for new volunteers
- To advertise both internally and externally the required volunteer job roles and complete all necessary checks, initial inductions, and other relevant recruitment and selection matters, before handing volunteers over to team Managers/co-ordinator's.
- To Update the volunteer handbook and complete all processes for producing and updating all volunteer materials, policies and procedures
- To work with Managers to review and agree the process for on boarding and training volunteers, depending on their roles and the needs of the charity
- To liaise with the Communications Manager to ensure all existing volunteers are kept well informed of all Lindengate news, activities, training opportunities and necessary updates.
- To manage the process of providing accurate and up to date records for all volunteers and to liaise with the Business Operations and Systems Manager to ensure that internal and external reporting requirements are met.
- To design and implement surveys and evaluations to build a database of information/outcomes, i) for inclusion in grant applications, ii) reporting and, iii) to enable the Senior Management Team to understand the strengths and weaknesses of Lindengate's recruitment, onboarding, training processes and how the charity can ensure it continues to recruit and retain happy and appropriately skilled volunteers.
- To organise all volunteer socials
- To attend and participate actively in all Management Team Meetings, and compile all necessary reports as and when required.

Person Specification

- Previous experience as a Volunteer manager for a similar sized organisation would be a strong advantage
- A proven ability to develop and implement volunteer strategies in other organisations
- Strong communication and interpersonal skills and an ability to understand people's wellbeing needs

- Empathetic personality as you will have contact with many different people, possibly with low to moderate mental health needs
- Interest in conservation and the environment and inspired by Lindengate's vision, mission and values
- Able to work cross-departments to achieve results
- Experienced in running efficient and effective meetings and confident in delivering presentation
- Experience in designing and delivering training programmes and interventions
- Strong attention to detail
- Able to think big and design and deliver innovative strategic solutions
- Experience in managing budgets
- Understanding of mental health needs is desirable
- Confident in using technology and to make effective use of Microsoft Office, Google Docs, databases and all online interfaces. Mailchimp and Zoho an advantage.
- Multi-tasking skills: ability to manage several projects at once
- A good understanding of confidentiality and data protection
- Able to demonstrate excellent verbal and written communication skills
- Strong personal resilience

Support: Training, where specifically required for the role, will be provided.

Security Checks: Employment is subject to a satisfactory Enhanced DBS check.

Please send your CV and a covering letter to: info@lindengate.org.uk

Telephone: 01296 622443

Website: www.lindengate.org.uk