

## Job Description

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<b>Job Title:</b>	<b>Volunteer Development Manager / Rheolwr Datblygu Gwirfoddolwr</b>
<b>Department:</b>	<b>People and Development</b>
<b>Reporting to:</b>	<b>Director of People and Development</b>
<b>Location:</b>	<b>Head Office/Home</b>

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### Purpose of Role:

As Volunteer Development Manager you will be integral to the growth and continuous development of our volunteering community. You'll champion volunteering for the Charity internally and externally; providing leadership, vision and direction for volunteering activity. You'll lead on implementing a volunteer strategy and making sure that volunteer activity supports the charity to meet its aims and objectives.

You will also increase the diversity of our volunteers ensuring that equality and inclusion are at the forefront of planning, delivery and review of work.

### Main Duties and Responsibilities:

- Act as the organisation's specialist lead on volunteering, providing support to key staff responsible for supporting and managing volunteers
- Work with teams to understand their volunteering needs and ensure our processes are efficient to support our activities. This includes producing guidance, tools and processes for volunteers and their Supervisors
- Develop innovative and creative ways to recruit, manage and support volunteers in line with best practice
- Ensure continuous improvement and development of volunteer recruitment, training and management
- Work with the data team to ensure volunteer data is effectively recorded, managed and identify improvements for collecting and using data, providing reports as required
- Devise, plan and deliver training to make sure staff responsible for supporting and managing volunteers have the appropriate people management skills and tools to effectively carry out their roles
  
- Recruit, build and maintain relationships with a wide range of volunteer stakeholders, ensuring regular engagement leading to long term partnerships.
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- Work with the Marketing and Communications team to effectively communicate volunteering and its achievements internally and externally; across partner organisations, across the media, optimising social media and digital opportunities
- Raise the profile of volunteering within the organisation, ensuring Tenovus Cancer Care is recognised as an organisation which values the contribution of volunteers
- Raise the profile of volunteering amongst young people and harder to reach groups developing relationships with a range of external stakeholders
- Attend regional and national events on volunteering, acting as the organisation's senior representative on volunteering and actively contributing to and participating in sharing information with the third sector
- Develop new and existing partnerships to extend the charity's influence across Wales and England
- Work closely with our Community Engagement team and volunteers to support the delivery of their objectives
- Identify sources of income and sponsorship to support the delivery of plans involving volunteers
- Oversee all volunteering issues and provide advice and support to all members of staff on how to work with volunteers
- Effectively manage issues, complaints or incidents relating to volunteering
- Identify appropriate and effective measures to enable the charity to understand and monitor volunteer numbers, engagement, motivation and impact
- Develop and implement new volunteering programmes and projects
- Plan, develop and deliver reward and recognition programmes including management of the annual Volunteer Awards
- Keep up to date with best practice and legal requirements, with a sound knowledge of the external volunteering environment, to influence volunteering decisions within the charity
- Interpret national guidance, standards and best practice making sure that policies, procedures, guidance and opportunities are regularly reviewed and updated in line with these and to ensure we are legally compliant.
- Effectively manage the Volunteer Development Officer, ensuring they are working to agreed objectives, delivering outcomes and receiving appropriate training and support
- Deliver inspirational and supportive line management, building a committed, empowered and successful team

Prepared by: Director of People and Development

Date Prepared: October 2024

## **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 1998.

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

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## Person Specification

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Leading and managing a team (direct or indirect) to achieve results	●	
Developing and delivering successful volunteer recruitment, training and engagement programmes	●	
Building successful, productive relationships with external organisations and associations to create and promote volunteering	●	
Experience of Safeguarding and identifying the needs of vulnerable adults in the community	●	
Experience of working with volunteers/people with additional support needs		●
Knowledge of the needs and experience of volunteers from a diverse range of backgrounds	●	
Knowledge of national guidance, legislation, standard and best practice in relation to volunteering	●	
Managing projects and budgets		●
Delivering effective marketing and communication campaigns	●	
<b>Skills</b>		
Excellent presentation skills and networking skills to promote volunteering at Tenovus Cancer Care	●	
People oriented, collaborative working style	●	
Strong communication and interpersonal skills, able to build rapport and relationships with a diverse range of people	●	
Ability to produce and analyse accurate reports using databases	●	
Ability to influence, persuade and negotiate.	●	
Excellent time management with the ability to manage workloads, set priorities, and meet deadlines	●	
Positive ability to approach problems in a logical way to find solutions	●	
Proficient in relevant Microsoft Office packages, i.e. Word, Excel, PowerPoint, etc.	●	
Ability to speak Welsh or commitment to learning		●
Occasional travel throughout Wales and South West England requiring occasional overnight stays	●	