

Role Description and Essential Skills



ROLE: VOLUNTEER DEVELOPMENT SPECIALIST

REPORTING TO: HEAD OF SERVICE DELIVERY

LOCATION: GLASGOW

SALARY: £30,102 P.A.

HOURS: FULL TIME (35 hrs)

SCOPE

This Volunteer Development specialist role will be line managed by the Head of Service Delivery and will work closely with other Volunteer Development Specialists and colleagues from within our volunteering team.

The role is responsible for supporting and developing our volunteers with all facets of volunteer activity, ensuring the smooth running of companies and enhancing the volunteer experience. You will help resolve issues, maintain the consistent application of processes and procedures and identify practical solutions to resolve problems. You will build a strong rapport with volunteers, and in particular the Regional Development Groups and Company Commandants. You will act as a conduit between head office colleagues and volunteers, providing practical support and feeding back on actions and outcomes to better support and enable our volunteers.

Whilst not exhaustive, you will be responsible for helping with induction, training, retention, logistics, motivating and engaging with our volunteers and working with our Youth Development Specialist to grow youth activities. You will also support and, where necessary, lead on volunteer conduct and performance matters and help create better training and development pathways. This will include helping to define and refresh co-ordinator roles as necessary within our Regional Development Groups. You will support and, if required, lead on initiatives and programmes to improve our volunteer experience. You will create forums to elicit feedback from volunteers, grow trust and make sure that our volunteers are at the centre of what we do. You will become a 'super user' on our Volunteer Relationship Management System, ensuring that volunteers are trained and able to use this effectively.

The postholder must be passionate about supporting our volunteers. Having the right attitude, approach and being committed to working as a team to develop and grow both our volunteer base and the range of volunteering opportunities is essential.

PRINCIPAL RESPONSIBILITIES

Key Relationships (Internal)

- Company Commandants
- Regional Development Group Leads
- Co-ordinators within each of the Regional Development Groups
- Volunteers

- Director of Operations & Business Development / Executive Leadership team
- Head of Service Delivery
- Head of Training, Facilities and Safety Risk
- Volunteer Development specialists, Trainer/Assessors and Youth Development specialists
- The wider colleagues team responsible for the delivery of our volunteer function

Key Relationships (External)

- Third party organisations
- Appointed consultants or contractors

Role Outputs

- To support the Regional Development Group Leads, the regional co-ordinators and the Company Commandants on the smooth and effective running of the volunteering function.
- Act as a point of contact for any issues, supporting regional co-ordinators, Commandants and the volunteers in helping to resolve any problems, escalating this as necessary.
- Whilst not exhaustive, supporting the Regional Development Groups with any induction, logistics, training, youth development, retention and engagement activities as required.
- Undertaking forums, focus groups and introducing mechanisms to elicit feedback from the volunteers, ensuring that volunteers have a voice.
- Helping to support the creation of development pathways for volunteers.
- Support with updating and embedding co-ordinator role descriptions and requirements as necessary.
- Ensuring that St Andrew's policies and processes are applied consistently and ensuring that issues are brought to the attention of the colleagues management teams and Regional Development Leads and/or Company Commandants as necessary.
- Work in conjunction with the Trainer/Assessors to ensure that all volunteers are trained and competent to deliver volunteering activities. This may include undertaking the practical delivery of training as necessary to meet the needs of the volunteering function.
- Support or take the lead on any volunteer conduct or performance matters as required.
- Work with the Head of Service Delivery and/or the Head of Training, Facilities and Safety Risk on any initiatives to improve and enhance the volunteering experience or grow our volunteering base.
- Training and supporting volunteers on our Volunteer Relationship Management system, currently Better Impact, to ensure that volunteers use it to its full functionality and potential.
- Take a lead role in supporting any emergency planning and/or in the delivery of any national or local resilience or emergency events.
- Operating in-line with strategies and operational plans, delivering against key performance indicators so far as these relate to volunteer development.
- Work collegiately with colleagues within both the volunteering division and the wider organisation, fostering a 'one team' approach.
- To be responsible for the implementation of the Health & Safety Policy in so far as it affects you, your colleagues, volunteers and others who may be affected by your work. You are also expected to monitor the effectiveness of any health and safety arrangements to ensure these are implemented and developed as necessary.
- Provide cover at events to ensure continuity of service. The role may also require periodic weekend working and supporting our events on-call function.
- You will be required to undertake Designated Protection specialist training, fulfilling the Designated Protection specialist role as necessary.
- Undertake any other duties that may be required from time to time commensurate with the post.

ESSENTIAL SKILLS

Leadership & Management: Ability to work on your own initiative, build strong relationships with Regional Development Groups and Company Commandants and foster a culture of continuous improvement.

Financial Acumen: Ensure the effective management and utilisation of financial resources, in line with the Company's policies and procedures. Ensure that budgets are adhered to and that best value is achieved through suitable financial monitoring procedures.

Communication: Good verbal and written communication skills to liaise with colleagues, volunteers and wider stakeholders effectively. Have good negotiation skills and be able to advocate for the volunteers including but not limited to departmental managers, senior managers, partners and/or public bodies.

Problem-Solving: Good analytical and problem-solving skills to diagnose issues and develop effective solutions.

Organisational Skills: Ability to effectively manage your day-to-day activities and meet necessary priorities and outcomes as required by the Head of Service Delivery.

Flexibility: Be able to operate to a shift pattern that will include periodic weekend and evening working including supporting our events on-call function. Be committed to continual professional development and a desire to grow and expand the range of skills that you can deliver to the organisation.

Resilience: Be calm under pressure and in challenging situations. Have the strength of character to take decisive action as and when required.

Skills and Experience

Essential

- Experience of volunteering or volunteer coordination within the voluntary or community development sector.
- A strong understanding of the volunteer journey and the value of providing an excellent volunteer experience.
- Practical knowledge of Equality, Diversity, and Inclusion (EDI) principles, with a proven ability to apply them to create a culture of inclusivity.
- Proven track record of building effective relationships with volunteers, colleagues and external partners
- Demonstrable commitment to personal professional development, with a willingness to undertake required certifications including standard first aid for events first aid, manual handling and child/adult protection
- Knowledge and experience of using Microsoft Word, Excel and PowerPoint.
- An understanding of the importance of health and safety Acts, Regulations and requirements, as well as child protection issues and associated legislation.
- Be qualified to HND, BTEC, or Bachelor's degree, or have equivalent professional experience

Desirable

- Experience of undertaking a similar volunteer or community development role within an organisation.
- Valid driving licence with regular access to a car with appropriate insurance coverage.
- Hold a recognised Health & Safety qualification such as an IOSH or NEBOSH qualification, or be prepared to achieve this qualification.
- Experience of Volunteer or Customer Relationship Management systems.

