

Volunteer Development Officer Job

An exciting Volunteer Officer role within our HR & volunteer team helping to deliver our volunteer strategy to grow, expand and engage volunteering for the best volunteer experience that makes the greatest positive impact for people affected by cancer.

28 flexible weekly hours that require Monday & Wednesday cover. You'll need to be within easy commuting distance of Cardiff City Centre with Head Office working required on a minimum of 1 day a week basis with the view to increase this in the future.

The role can be based fully from Cardiff Head Office or from a suitable remote working environment outside of weekly office based days.

The Volunteer Officer job:

Working closely with our Volunteer Development Manager you'll join an experienced and friendly HR team to champion and represent volunteering as you support the delivery of a key strategic aim of our work.

Experience along the lines of a general HR or volunteer centred role would be beneficial and you'll be used to using IT, including Office 365 as well as working with electronic databases. We'd love you to be able to evidence running and supporting management processes and even better if you have done this in a volunteer capacity, aligning organisational policies and getting creative with recruitment campaigns would be key in this role.

Quite a bit of the role involves admin but as the role evolves and our strategy takes shape you'll be out and about across communities too, this would include Wales wide travel and some travel to the South of England.

We aim to be people's first port of call to volunteer so you're someone passionate about this, promoting the value of volunteering, its impact to our work and how volunteers are welcomed, supported, developed and recognised at all times.

Creating inclusive volunteer programmes where people feel engaged and fulfilled in the volunteering they do or when they supervise volunteers is important to all we do here. So, you'll work with all our communities, volunteers and business areas to do this when it comes to implementing new ideas, supporting existing volunteer campaigns, ways we engage with our volunteers and develop current opportunities.

Typical work areas will involve training, coaching and customer service, collaboration and relationship building internally and externally, running and delivering creative recruitment campaigns, delivering talks, volunteer process compliance, monitoring and data work. You'll get directly involved in our recognition work and settling differences too.

The type of work or job roles you may have done to match the job requirements are: HR or L&D or Volunteer Team Admin, HR or Volunteer or L&D Coordinator, Recruitment Admin, HR or People Assistant, L&D Assistant, Recruitment Consultant, Marketing Executives, Job, Career or Talent Coach

Your key matching skills may be particularly strong in recruitment, writing adverts, campaign development, community engagement, volunteer development, coaching, training and you're creative, collaborative, inclusive in particular

Let US tell you more...

Being excellent in this specialist role means your skills as you perform will be strong in solving problems and thinking on your feet and you'll be comfortable taking the lead as well as working collaboratively in groups, with colleagues or external partners and of course our volunteers. Of course, it means your communication skills areas are honed, adaptable and you can adjust the ways you go about things easily working with common sense and you've a passion for all things volunteering.

This isn't a bog standard admin job where you're always sat behind a computer as we're working more closely with our communities and building our name in the voluntary sector. This means you'll be happy to travel out in places like our shops, meet with educational partners, students and external volunteer contacts to develop and represent our volunteer work, increase our volunteer development and recognition opportunities and grow the numbers of volunteers we recruit.

There will also be reporting and monitoring work and other admin to do as well so you'll be good on a computer, well organised and keen to follow ideas through and be detailed and accurate in managing your work flexibly.

In this Volunteer Officer job you can expect to be doing things like:

- Working with external partners and in local communities delivering talks and presentations about volunteering
- Working collaboratively with colleagues across the business to foster and support our one team working ethos to support delivering our volunteer strategy
- Supporting our volunteer thanking and recognition events such as our Annual Volunteer Awards
- Promoting volunteer recruitment and engagement opportunities across communities including attending in person events and talks
- Planning and running creative and effective volunteer recruitment campaigns as well as recruiting for ad hoc volunteering roles or working with our employer volunteering groups
- Supporting recruitment, induction and development of the department's own volunteers
- Admin and computer work such as running and producing reports, writing and placing adverts and interpreting data to make practical business recommendations

We're open to discuss weekly working hours and how they can fit in with your lifestyle and the needs of the role too. We do need Monday cover in the role but flexibility also means we're super flexible so the 28 weekly hours can be built in and around our standard operating week as set out in our staff benefits. There would be some office working requirement in your working week, at least one day a week, currently a Wednesday, but this may change and ad hoc for meetings and to cover, so being able to easy commute to our Head Office in Cardiff city centre would be ideal, there is also requirement to visit our volunteer communities in this role so being flexible to travel across our volunteer communities would also be a must.

If you're keen to apply we can't wait to hear from you. We'd like your CV and a Covering Letter to demonstrate how you have done this type of role already and match the job essentials. We're looking for skills to show us you've:

- Worked in a fast paced role involving a varied and changing workload, using problem solving and collaboration skills to manage workloads and resolve conflicts.
- Demonstrated inclusivity and creativity when it comes to working with various stakeholders and the ability to build positive relationships
- Been involved in designing or delivering creative work including presentations, social media posts, job adverts, workbooks, information booklets and questionnaires
- Worked with others in delivering policies and processes such as safeguarding
- Handled personal data paperwork such as application forms and used various database's or CRM and efficient at using Office 365 especially Teams, SharePoint and Excel
- Been involved in recognition work and promoting and / or representing volunteering to external and internal stakeholders

The Full Job Description and Person Specification:

www.tenovuscancercare.org.uk/media/vh5pdfq0/volunteer-development-officer-jan-2025.pdf

The Logistics

- 28 hours per week flexibly with a Monday working requirement and one day a week (currently Wednesday) in Head Office (please note your available working hours on your application)
- £19,040 (£23,800 based on a full time 35 hour week)
- Apply by: 27th January with CV & Covering Letter to demonstrate where you meet the essential requirements
- Interviews held in our Cardiff Head Office – 5th February 2025

Your Staff Benefits

In return you'll be part of a people orientated culture, make impact through a worthwhile cause and have Staff Benefits such as:

- Core working hours 11am-3pm to fit work your lifestyle and personal life around our 7am-9pm general operating hours (flexibility in this type of role required around events)
- Super flexible place of work options with no minimum Cardiff Head Office weekly attendance requirement although we encourage as much in office work as possible
- A generous 35 days annual leave including public holidays that increases with length of service (pro rata'd for part time staff)
- Your birthday off work once you've been here for 12 months.
- Opportunity to buy up to 10 days of additional annual leave per year
- Occupational sick pay after completion of probationary period
- Contributory pension scheme
- A tailored induction and support programme to help you succeed and excel
- An Employee Assistance Programme (EAP) offering access to 24/7 confidential advice and support
- The opportunity to participate in staff volunteer activities to support the wider organisation

- The opportunity to learn from, grow with, support and develop people who volunteer with US

About us

Around 20,000 people are diagnosed with cancer in Wales every year. We're proud to support over 10% of those and we want to be there many more.

We give help, hope, and a voice to everyone affected by cancer. We understand how cancer can impact every aspect of life and how it affects families and friends too. Our wide range of services offer information, advice, and specialist support to people living with cancer, and their loved ones.

We're committed to listening to the real experiences of people affected by cancer in Wales to drive the changes that make a difference.

More about US

At Tenovus Cancer Care we're committed to making our workplace diverse and inclusive where everyone feels they belong and can be their authentic selves at work. We're proud to be an equal opportunities employer who does not discriminate based on the Equality Act 2010's Protected Characteristics. All qualified applicants will receive equal consideration for employment and we will adjust our recruitment processes where we can to support people who wish to join us.

When our people talk about working here they're proud to reflect our values. They'll use words such as friendly, fun and welcoming to describe their experience and love our work culture around job flexibility. As well as it being a nice place to work for a good cause the staff benefits are good. On top of the above we've got a stylish Head Office in the heart of Cardiff and things to support you in and out of work like an interactive induction programme, an accessible Learning Platform, development opportunities and experienced managers. Plus a Staff Social Committee who organise regular get togethers!

Your Personal Data

We're committed to being transparent about how we collect and use that data and to meeting our data protection obligations and you can find full details about this in our Job Application Privacy Notice here on our Work for us page on the Tenovus Cancer website.

Should you have any queries regarding the use of your personal data, please contact people@tenovuscancercare.org.uk



