

JOB DESCRIPTION

Job Title:	Volunteer Development Officer / Swyddog Datblygu Gwirfoddolwyr
Department:	People & Development
Reporting to:	Volunteer Development Manager
Location:	Home & Head Office

PURPOSE OF ROLE:

Working as part of the Volunteer Development team to champion volunteering and promote volunteer engagement, inclusivity and diversity. You will get involved with volunteering across the charity to deliver and successfully increase the charities volunteering capacity.

The postholder is responsible for making sure that staff understand and adhere to volunteer best practice and processes and that all applicants and volunteers are treated fairly and equally.

MAIN DUTIES AND RESPONSIBILITIES

- Be involved in developing, administering, evaluating and reviewing creative recruitment campaigns and inclusive programmes that effectively attract an extensive and diverse pool of engaged volunteers to support work delivery in all areas of the organisation. This will include writing copy for social media campaigns and e-shots.
- Assist volunteer supervisors on the volunteer recruitment process from start to finish, including compiling new role descriptions, creating recruitment campaigns, advertising and carrying out associated administration
- Be a first point of contact for volunteer enquiries into the department
- Provide advice and support on volunteer policies and processes, promoting fairness and consistency in their application and ensuring information given is current and appropriate
- Work with and support colleagues, volunteers and local community groups to directly engage with and proactively build a local awareness of the organisation to promote volunteering and nurture relationships
- Work with the Volunteer Development Manager to represent Tenovus Cancer Care volunteering at external speaking, promotional and networking events across local communities, colleges and universities and with our existing stakeholders

- Deliver training to volunteers and volunteer supervisors
- Support the Volunteer Development Manager in managing and dealing with volunteer complaints
- Manage the accurate input and collation of volunteer data effectively and provide up to date volunteer information and reports as required using volunteer systems, databases and create bespoke reports
- Manage defined projects to promote and champion volunteering within the organisation and develop external relationships and partnerships effectively to widen volunteering opportunities and support the delivery of the volunteer strategy
- Provide support, guidance and advice to staff on all aspects of volunteer management, policies, procedures, recruitment, induction, development and managing performance consistently in supporting a diverse range of volunteers
- Work with the Volunteer Manager to ensure volunteers across the organisation have a safe and positive volunteer experience, rewarded and recognised and offered appropriate support and development opportunities
- Undertake general administration duties associated with volunteering
- Stay up to date with current volunteering legislation and best practice

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.

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 2018 and the EU General Data Protection Regulation ('GDPR')

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 everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves 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.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Good level of experience working with databases/ CRM Systems and IT	●	
Experience in building positive and long-lasting relationships with internal and external stakeholders	●	
Able to produce engaging and creative copy using a variety of media	●	
Experience of problem solving and working collaboratively with a range of people to deliver effective results	●	
Experience in handling customer complaints and resolving them effectively	●	
Experience and understanding of volunteer development and volunteer management		●
Experience of working in a HR generalist or volunteer centred role in a fast-paced environment		●
Experience and track record in recruiting or running effective attraction campaigns		●
Experience of working with volunteers or a diverse range of vulnerable groups		●
Skills		
Able to plan and organise a varied and busy workload, including handling conflicting priorities and meeting deadlines	●	
Confident in the use of Microsoft office, Word, Excel, Outlook.	●	
Good networking skills to build and sustain strong working relationships with a diverse range of people and levels of seniority	●	
Good communication, influencing and negotiating skills	●	
Positive ability to approach problems in a logical way to find solutions	●	
Able to demonstrate empathy and sensitivity	●	
Ability to work on own initiative	●	
High level of accuracy and attention to detail	●	
Ability to communicate through the Welsh language or have a willingness to learn		●