

Job Title: National Volunteering Manager

Service: Development, Marketing and Communications

Reports to: Director of Development, Marketing, and Communications

Direct Reports: None

About The Role

The role of the National Volunteering Manager is a key role in the organisation, supporting with the delivery and implementation of our National Volunteering strategy. This role plays a pivotal role in shaping and producing a strategy which empowers leaders across the organisation to actively recruit, engage and retain volunteers within their services. We aim to ensure we make and develop the best resources entrusted to us for our vulnerable residents and participants.

The National Volunteering Manager is responsible for developing and implementing a Volunteering Strategy which is fit for use, realistic, and transferrable throughout the organisation, with a structured recruitment and placement programme which ensures a positive and fulfilling volunteer experience across the organisation. They will provide insight, specialism, and work closely with managers at all levels to deliver a seamless experience and provide advice and guidance on procedures and policies.

About the Post Holder

The person in this post will be a creative and proactive individual with a passion for advocating volunteering opportunities and early careers, with an aligned believe in the power of community engagement to drive meaningful change. They will bring experience in volunteer management, programme development, or community outreach, along with a strategic mindset and hands-on approach to implementation. They will be able to think outside the box to enable new ways of working and supporting managers which may need additional support to attract the right people.

The postholder will be able to articulate themselves well with others, with effective communication skills and ability to build purposeful relationships with others, internally and externally. They will be able to work in a fast-paced environment, managing conflicting demands and workload.

The post holder will be a team player, someone who can think innovatively and bring ideas to the team, to support consistent improvement, and effective delivery of the service. They will have high attention to detail, and be comfortable with carrying out administrative duties, and using various software and programs.

Key Responsibilities

STRATEGY DEVELOPMENT

- Lead the co-creation of the organisation's National Volunteering Strategy in collaboration with various internal and external stakeholders.
- Define clear goals, priorities, and success measures for volunteering across the organisation.
- Develop a clear roadmap for implementation of a volunteer strategy, ensuring alignment with the Group's wider mission and values.
- Design and implement a consistent volunteer recruitment, onboarding and induction process, and manage the sharing of information across the organisation.
- Create, manage, and oversee relevant policies and procedures for the volunteering strategy.
- Develop tools and resources to support leaders in managing and supporting volunteers effectively.
- Create and manage volunteer hiring workflows, and ensure these are fit for purpose, and that they align with wider strategies, and system implementation.

VOLUNTEER MANAGEMENT

- Consult and engage with managers on a regular basis to fully understand and identify volunteering needs across services and co-design a diverse range of volunteer roles that add value and reflect local priorities.
- Create engaging role descriptions and materials tailored to different audiences and service areas.
- Launch and manage structured volunteer recruitment campaigns, ensuring inclusivity and accessibility.
- Support with creating an inclusive process, supporting with any needs volunteers may have throughout the recruitment, onboarding, induction, and placement process.
- Foster a positive and rewarding volunteer experience, ensuring volunteers feel valued, supported, and connected to the organisation's mission and values.
- Manage the safeguarding and risks associated with engaging volunteers, ensuring our processes are compliant to the safety of our volunteers, staff, residents, participants, and the organisation.

COORDINATION

- Support with the oversight of the end-to-end process and administration of placing volunteers.
- Proactively manage the attraction of volunteers, utilising online platforms and outreach.
- Be the first point of contact for all volunteer related enquiries, passing this onto relevant persons and teams as required, ensuring all emails are responded to and are actioned in a timely manner.
- To be responsible for the maintenance and integrity of applicant information.
- Support with the development and management of our Applicant Tracking System (ATS), creating and managing the volunteering workflow, and ensuring continuous improvement.
- Support managers to complete actions in a timely manner via our ATS to ensure a seamless

volunteer experience.

- Ensure audit trails are kept, updated, and monitored regularly.

MONITORING, EVALUATION, AND LEARNING

- Establish systems to track volunteer engagement, impact, and satisfaction across the organisation.
- Gather feedback from volunteers, managers, and colleagues to assess what's working and where improvements are required.
- Produce regular reports and insights to inform ongoing development of the volunteering programme.

OUTREACH AND EMPLOYER BRAND

- Act as a central point of contact and champion for volunteering across the Group.
- Build effective and purposeful relationships with internal teams, volunteers and external partners to promote collaboration and shared learning.
- Represent Social Interest Group and our subsidiaries in various outreach activities and events and support with attracting new volunteers and maximising our employer brand awareness.
- Support the People and Culture team with the development and management of the Careers site to represent the volunteering opportunities available.

ADDITIONAL RESPONSIBILITIES

- Manage the volunteering budget and ensure cost effectiveness and savings where possible.
- Keep up to date with legislative requirements and ensure this is embedded throughout policies and procedures and communicated with wider stakeholders as appropriate.
- Support with, and at times manage various projects. Make a positive contribution to the continuous improvement in the team, share new ideas, and take ownership of the role.
- Work collaboratively with the wider team to support in additional areas as required.
- Make regular visits to our services and represent the wider team in the service.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures.
- Support with a wide range of administration ensuring compliance and confidentiality using electronic and manual processes.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.

- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification



Penrose

Equinox

Pathways to
Independence

SIG Housing Trust

Safe Ground

Qualification and Experience:	Rating
Proven experience in developing or managing volunteer programmes, including recruitment, engagement and retention strategies	Essential
Working knowledge and experience working with an Applicant Tracking System	Desirable
Professional Qualification in a relevant discipline for example: Human Resources, Business Management, Project Management or equivalent	Desirable
Experience in a similar size organisation and/or charity sector organisation	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, advanced knowledge in Microsoft, including Word, Excel, and Outlook.	Essential
Ability to design and implement strategies, with a clear understanding of how to align volunteering initiatives with organisational needs	Essential
In depth understanding of volunteering programmes and the knowledge, skills and ability to create role profiles for volunteers	Essential
Ability to build local networks and relationships locally and nationally, and utilise platforms available, including new ones to share opportunities available	Essential
Ability to think creatively to improve processes	Essential
Proactiveness and outgoing approach to work, ability to use initiative to resolve challenges	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Attention to detail and quality, with organisation skills	Essential
Excellent communication skills both written and oral including relationship building	Essential
Ability and willingness to work flexibly and attend regular visits to our different service locations and outreach	Essential
Knowledge of Equality, Diversity, and Inclusion, being able to apply this to the role	Essential
Awareness and understanding of the impact of stigma and marginalisation on people who have multiple complex needs	Essential
Personal Characteristics	
Ability to lead by example and share the values in which we uphold at SIG	Essential
Able to influence and negotiate positive outcomes with others	Essential
Proactive nature, with the ability to make logical decisions and resolve challenges using initiative	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential