

Job Description

Job Title	Grade/Salary
Volunteer Operations Manager	£28,000 - £35,500
Accountable to	Responsible for
HR Manager	HR Assistant (Volunteer administration)

Job Purpose and Role

The successful post-holder will be focused on evolving and delivering our volunteering strategy, raising our profile and making Teesside Hospice a great choice for those wishing to volunteer.

The post holder will ensure Teesside Hospice provide an outstanding experience for our volunteers so that our volunteers continue to be motivated to give their time and support to deliver the amazing work we do and understand the important part they play in our ability to deliver our services.

The responsibilities will span across implementing effective volunteer management strategies, enhancing volunteer engagement and recognition and foster strong community and corporate partnerships, whilst implementing robust systems that ensure the optimal volunteering experience, evaluate the outcomes and value of the volunteer programme.

The post holder will be a dynamic individual with strong leadership and organisational skills, have a passion for volunteering and a proven track record in volunteer management. They will need to be self-motivated, capable of working both independently and as part of a team and committed to our values.

This role is pivotal in ensuring excellence is achieved throughout the HR department.

Main Duties and key result areas

General duties	<ul style="list-style-type: none"> • Develop a volunteer strategy in conjunction with the HR Manager. • Line Manage the HR Assistant (Volunteer administration) and the unpaid Volunteer ambassador roles. • Promote and develop new opportunities for volunteering in collaboration with managers, develop and implement plans to meet existing and future organisational needs. • Support departments to design and review volunteer role profiles for all volunteer opportunities within the organisation. • Oversee the proactive and reactive recruitment to secure sufficient volunteers with the right skills and expertise to sustain charity operations. • Develop innovative recruitment campaigns to attract new and diverse groups of volunteers.
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	<ul style="list-style-type: none"> • In conjunction with the HR Assistant (volunteer administration) ensure volunteers undergo an appropriate selection and onboarding process, acting as a liaison point between volunteers and individual managers. • Deliver and review rolling training sessions to volunteer covering core activities. Assess said training and learning needs using informal and formal methods, to implement opportunities to assess the effectiveness. • Provide training to Volunteer Line Managers to ensure effective supervision of volunteers within their areas. • Develop, establish and support effective ways of communicating and engaging volunteers, to maintain their interest and ensure they feel valued and involved. Facilitate peer-to-peer engagement opportunities for volunteers. • Development of volunteer stewardship – surveys, an annual programme of events, appreciation, wellbeing etc. • Development of strategies to boost volunteer motivation particularly in retail volunteering to foster a sense of belonging. • Embed an effective volunteer recognition programme, identifying methods of acknowledging outstanding contribution of volunteers. • Network with local, regional and national organisations to maintain awareness of best practice and initiatives around the area of volunteering. • Raise the awareness and profile of Teesside Hospice from a volunteering perspective with potential partners – schools, local authorities, probationary service, corporates. Attend Volunteer/Job fairs and other suitable events to promote volunteering at the Hospice. • Plan, organise and host pop up events at a variety of public locations to promote the Hospice including engaging with potential volunteers. • Identification of potential funding streams in line with trends identified. • Development of a Volunteer advisory board • Support with the creation and delivery of volunteer marketing and publicity opportunities. • Assist SMT in achieving and monitoring KPI's and targets in relation to the volunteer programme and evidencing impact of volunteering.
<p>Systems, Policy & Practice</p>	<ul style="list-style-type: none"> • Identify and attend training or other learning opportunities to develop and maintain expertise around the topic of volunteer management. • Conduct assessments and evaluations on volunteer activity, providing regular informative timely reports including advising SMT on volunteer feedback and insights. • To provide strategic and policy support to the Senior Management Team relating to the volunteering programme. • Ensure appropriate policies and procedures are in place and used effectively to allow identification of forecasting and trend analysis. • Ensure relevant and legal checks are carried out in line with Hospice Policy and required legislation e.g. DBS, insurance etc.

- Ensure diversity aims are reflected in both the volunteering pool and in the volunteer roles.
- Keep an up-to-date knowledge of changes in legislation and best practice. Maintain an awareness of national developments in volunteering and advise the Hospice as appropriate.
- To support the delivery of the HR service when required, support your fellow HR Assistant with general HR administrative tasks related to employees.
- Any other duties within the scope and intent of the role.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice’s vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice’s values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent written and verbal communication skills are essential	E
	Excellent IT Skills, specifically Microsoft Word, Excel	E
	2 years' experience in a similar role	E
	Knowledge of legislation and best practice as it applies to volunteering	E
	Awareness of third sector and end of life palliative care	D
	Ability to communicate to internal and external stakeholders, using influencing and negotiation skills where necessary	E
	Ability to champion volunteering to ensure harmonious staff and volunteer relations	E
Knowledge & Experience	Experience in volunteer coordination/people management and/or HR administration.	D
	Strong interpersonal skills and relationship management	E
	Experience of working with volunteers	E
	Experience of supervising or managing a team is preferable	D
	Experience of database management and extracting and analysing reports	E
	Experience of designing and delivering training	D
Education & Qualifications	Education to include GCSE pass (A-C) in maths and English or equivalent	E
	Formal qualification in related area	D
Personal Attributes/ Key skills	Extensive planning and organisational skills	E
	Demonstrable skills in engaging, motivating and inspiring others	E
	Effective interpersonal, written and presentation communication skills	E
	Team working	E
	Effective analytical and judgmental skills	E
	Attention to Detail	E
Other	Independently mobile and able to travel across the community served and the locations owned by Teesside Hospice.	E
	Effective marketing, sales, and social media skills to promote volunteering opportunities and to raise the profile of volunteering programmes.	D