

Job Description

Volunteer Engagement Manager

Hours of work: Part-time: 3 days per week (21 hours per week, flexible in how worked)

Type of contract: Permanent

Based at: Hybrid working available with travel across Berks, Bucks and Oxon as required

Croner rank: 5

Job Purpose

To co-design and deliver innovative volunteer recruitment campaigns and programmes that attract, engage and welcome volunteers from new and diverse audiences to join our movement for change across Berkshire, Buckinghamshire and Oxfordshire.

Reporting Line

The post holder reports to the Head of Volunteering

Line Management

Line manages Volunteering Administrator

Key Responsibilities

- Create and deliver transformational volunteer engagement campaigns and programmes to truly embrace diversity and foster inclusion.
- Co-create and market new initiatives to grow and develop our community of volunteers both internally across teams and externally across our communities.
- Effectively utilise digital technologies and social media platforms to promote volunteering opportunities to a diverse range of people.
- Work closely with funders and stakeholders to develop and implement volunteer engagement initiatives within funded projects
- Build authentic relationships with internal and external partners and stakeholders.
- Develop, embed, and manage the start of our volunteer journey, ensuring processes and procedures fully utilise our volunteer management system (Assemble).
- Manage and evolve our work experience offers with teams across BBOWT.
- Support to ensure all recruitment processes and procedures are legally compliant and aligned with best practice.
- Manage volunteer enquiries with the Volunteering Administrator and deal with urgent enquiries in the Volunteer Administrator's absence.
- Organise and attend volunteer recruitment events.
- Manage volunteering engagement budget areas within the volunteering budget.
- Collate and analyse impact data to monitor and measure progress against outcomes and to inform future volunteer recruitment plans.
- Any other duties as delegated by the director or Chief Executive.

Person Specification

- Works effectively with colleagues, fostering a culture of knowledge sharing and teamwork to achieve common goals.
- Experience of working with volunteers and a good understanding of volunteer management and community engagement.
- Recognises the value that a diverse volunteer community brings to an organisation and awareness of strategies to foster greater diversity.
- Knowledge of what motivates volunteers and the compliance requirements that support safe and effective volunteering.
- Ability to create and implement innovative marketing campaigns, harnessing social media and digital channels to broaden audience reach.
- Excellent influencing and coaching skills, with the ability to authentically engage stakeholders.
- Communicates effectively, adapting style and content appropriately, to a wide range of audiences including individuals and groups across a range of media types (e.g. group presentations, social media, formal reports)
- Able to manage competing priorities effectively, whilst maintaining attention to detail and high standards of work.
- Effectively analyse data to inform decision-making and problem solve.
- Appreciation of the opportunities and challenges specific to working within a charity and in the volunteering sector.
- Competent in use of MS Office functions such as Word and Outlook, with advanced Excel skills.
- Ability and willingness to demonstrate the BBOWT behaviours and values.
- Full, valid UK driving licence, or eligible for funding via Access to Work for a support worker driver.

Measurements Of Success

- Achievement of the Volunteering Teams' engagement key performance indicators
- Impact of key initiatives and campaigns delivered against measurements of success
- Amount of supervision required to achieve the above
- Attitude and behaviours aligned with BBOWT values and behaviours