



VOLUNTEER DEVELOPMENT OFFICER FULL-TIME (37.5 hours per week)

Overall Purpose of the Job

Chester Cathedral is supported by a team of over 250 volunteers, who play an essential role in using their extensive skills and experience to keep the cathedral open.

This role will work with the HR and Training Officer and the wider team to provide a satisfying and rewarding experience for our volunteers, ensuring they feel valued and are adequately supported, and using their skills appropriately.

The role will also oversee our volunteer management systems and help us to increase the number and scope of volunteer opportunities within the Cathedral over the course of our five-year strategic plan.

The role is fundamental to maintaining Chester Cathedral's high-quality, safe, and meaningful volunteering experiences by recruiting, supporting, and empowering volunteers. This role ensures that volunteers are engaged, compliant, trained, supported and motivated.

Working alongside the HR and Training Officer, some key aspects of the role include:

Volunteer Management and Compliance

- Finding and welcoming new volunteers to our teams
- Improving accessibility of our volunteer programmes
- Creating systems and programmes that support the wellbeing and development of our volunteer teams, including young people under 18, promoting a safe and inclusive environment
- Managing the legislative and administrative functions for volunteer information, management and communications
- Improve volunteer processes using technology and best practice
- Working with our existing teams to develop attractive and valuable roles for volunteers
- Managing the appointment of new volunteers in line with The Church of England Safer Recruitment policy
- Coordinating the Cathedral's volunteer management system, and championing its use to realise benefits for both Chester Cathedral and our volunteers
- Developing a framework that assists our volunteer team leaders in managing and supporting their teams
- Managing the volunteer handbooks and agreements, keeping them up-to-date and ensuring regular communication of changes
- Being the owner and main user of the volunteer IT systems, and championing their use
- Managing volunteer information in line with data protection regulations and best practice

- Respond to volunteer enquiries, providing clear guidance and assistance

Fostering and Nurturing Relationships

- Build and maintain strong relationships with volunteers and key stakeholders
- Work with the communications team, manage an ongoing programme of external communications aimed at attracting new volunteers; oversee a communications plan of news and information for volunteers
- Support volunteers in accessing a comprehensive training and review programme for volunteers, including both compulsory and optional/developmental training
- Organise and facilitate volunteer engagement sessions to foster a strong sense of community and collaboration
- Provide individual support and mentorship to volunteers as appropriate
- Delivering training where appropriate
- Develop wellbeing and social programmes for volunteers
- Recognise and celebrate volunteer contributions

Strategic Input

- Contribute to Chester Cathedral's strategic goals on volunteer compliance, growth, and recognition
- Develop and implement work plans to enhance volunteer engagement
- Support fundraising efforts related to volunteer development
- Work collaboratively with other departments to align volunteer strategies with broader organisational objectives
- Identify opportunities to improve the volunteer experience and implement best practices

Capabilities

- Well-organised with care over attention to detail
- Comfortable delivering training to large groups
- Demonstrable leadership capability to harness volunteers and their team leaders in meeting the Cathedral's requirements while providing a satisfying volunteer experience
- Sympathetic to the Christian mission of Chester Cathedral
- Friendly outlook and good sense of humour

Technical Skills/Experience

- Ability to use and manage a range of software packages with ease, including volunteer management software
- Experience conducting interview and performance reviews
- Understanding of communications techniques and ability to create a communications plan
- Understanding of legislation relating to volunteers, including the creation of handbooks and agreements
- Experience delivering wellbeing programmes
- Understanding of data protection legislation and best practice

Training & development

- The volunteer Development Officer will be expected to attend training courses and meetings as required and to keep alert to legislation and other changes and opportunities for personal development
- All Cathedral employees and volunteers are required to complete a basic awareness course in safeguarding and Action Counter Terrorism training. The volunteer development officer will also be required to complete advanced safeguarding training

- This role is subject to enhanced DBS clearance and completion of a confidential declaration form

This job description does not form part of your contract of employment.

Culture:

Chester Cathedral is a place for everyone, and we are always aiming higher, aspiring to welcome and be representative of the community in which we sit at the heart. We are building a culture which embeds Love, Grace and Welcome, and an organisation in which people are engaged and empowered to enable the Cathedral to develop and evolve.

Chester Cathedral is committed to equality, diversity and inclusion for all its staff and volunteers. We are explicitly inclusive of all gender, race, sexual orientation, gender identity, religion or disability.

Working Pattern:

This role is a full-time position, which will be required to work some weekends and evenings and may require hours during holiday periods.

Remuneration:

Salary:	£27,000 per year
Hours:	37.5 hours per week
Holidays:	28 days, including bank holidays