

Scotland's **GARDENS** Scheme OPEN FOR CHARITY

Volunteer Manager

Scotland's Gardens Scheme was established in 1931, originally to help support the Queen's Nursing Institute of Scotland before the establishment of the NHS. Money is raised through opening gardens to the public. Most of our gardens are privately owned, and our charity model provides the support to make their opening successful. We have a small office staff of four who support over 150 Volunteers across the country. These Volunteers, organised into committees, identify and help their local Garden Owners. We currently open over 500 gardens each year and have a network of about 700 gardens. We have raised over £1 million for charity in the last four years which donates to over 250 charities each year as well as our three core beneficiaries. We are extremely proud of our contribution to health and wellbeing through promoting gardening, garden visiting, and volunteering and we strive to ensure that our charity experience is rewarding, inspiring and enjoyable.

Overview of the Role

The Volunteer Manager coordinates and oversees the work of our core Volunteers (about 50) ensuring they are empowered and have the necessary support, skills and materials to carry out their roles effectively and in line with our organisation's aims and goals, and ultimately to have a positive experience throughout their work with the Charity. The Volunteer Manager must stay informed of best practice and provide support and guidance to colleagues on the effective management and support of volunteers and to be champion and ambassador for volunteering both internally and externally.

This is a new position and we have a commitment of funding for an initial contract of three years. We hope that the person assuming this new role will help to develop it into a valuable and long-term position.

Reporting to: National Organiser (Director for the charity)

Specific Roles:

The specific roles for this position include, but are not limited to the following:

1. Provide leadership and strategic direction to our volunteering activities, leading the development and integration of a quality volunteering programme to include appropriate policies and materials, such as handbooks and volunteer agreements. Monitor, evaluate and report on the Volunteer programme on a regular basis.
2. Support recruitment and lead on the induction, training and support for all Volunteers across the Charity, making sure appropriate procedures and process are in place and volunteers have the equipment and materials they need to carry out their roles effectively.

3. Ensure that our Volunteer resource is properly structured to support the needs of our Charity and our Garden Openers, ensuring that an appropriate range of learning and development opportunities are available for Volunteers and that adequate succession planning is in place.
4. Help District Volunteers develop their local areas to ensure a healthy resource of happy and inspired Garden Openers with successful and fulsome opening opportunities.
5. Develop and implement an effective communication plan for all volunteers, including e-newsletters, utilising regular internal e-newsletters, social media channels and website.
6. Support co-worker's and the Board's intervention with Volunteers, as required.
7. Be responsible for dealing with any issues or concerns related to volunteers, including challenging volunteers or situations arising from the work of our Volunteers. Ensure the best outcomes for individual Volunteers.
8. Support and further develop, as appropriate, our existing rewards and recognition scheme for all Volunteers, so that they feel valued as part of the wider team.
9. Act as Data Protection Officer for the Charity and ensure that the organisation and Volunteers properly understand and apply data protection principles.
10. Assist in generating income for the Charity, especially through maximising opportunities through garden openings and identifying funding opportunities.
11. Assist in coordinating the District annual garden opening information for our guidebook.
12. To assist with general administration as needed and to assist other members of staff in Head Office, the NO and Trustees in the discharge of their responsibilities and especially at peak seasonal periods.

Qualifications, Skills Knowledge and Attributes

- Proven experience, and solid understanding of working with Volunteers.
- Outstanding communication (written and oral) and interpersonal abilities.
- Happy to travel around Scotland visiting Volunteers, with access to a car.
- Excellent organisational and multi-tasking skills.
- Excellent knowledge of MS Office and relevant software, especially Creative Cloud.
- Creativity and commercial awareness.
- Solid experience as a trainer.
- Data protection experience is useful.
- A team player with a customer-oriented and problem-solving approach.
- BSc/BA in business administration or relevant field.
- Willingness to work flexibly as required by the position.

Work Setting

Our office is located in Edinburgh. The job will require travel to visit Volunteers, garden openings and attend special events. Working pattern may be flexible and will require out-of-normal-hours from time-to-time with additional work replaced with in lieu time. The full-time position is based on 37.5 hours/week.

Scotland's Gardens Scheme Annual Calendar

We work around a calendar of events to support our volunteers, garden owners and their garden openings. Key activities are normally as follows:

- October-December: Work with our Volunteers and Garden Owners to identify the next year's calendar of events and create our annual guidebook and update our website. Over this time all staff work closely with our Volunteers and our database.
- January-March: Our snowdrop openings begin, we promote our new openings, and see that our Volunteers and Garden Owners have everything they need.
- April: We alternate years of holding Regional Meetings or a Conference with our Volunteers and Garden Owners.
- May-August: Most of our openings occur during this time. By summer the office can be quiet, but then there is an opportunity to visit gardens and plan for the next year's annual guidebook.

Please note that the notice period for this position, while normally one month, will be extended to up to three months over our busy annual guidebook preparation period, normally October-December, and we ask that no one leave during this period.