



Volunteer Experience Manager

Are you passionate about helping people affected by blood cancer?

Bloodwise was founded from grassroots fundraising and it's because of our volunteers that we have funded over £500million worth of critical research. We are looking for a **Volunteer Experience Manager** to join us on a 12-month fixed term contract to implement our new volunteer strategy.

We want everyone that volunteers at Bloodwise to have the same great experience, have access to the same information, receive the same great level of training and be fully equipped to support our mission. Our Volunteers may be part of a local community group, sitting on a policy panel aiming to influence government or be an ambassador in the public eye – whatever they do they need to experience the same customer journey.

The Volunteer Experience Manager will work collaboratively with the internal stakeholders who own the volunteer relationships to influence the volunteer experience.

Providing leadership and guidance whilst acting as an ambassador for volunteering across all Bloodwise volunteer streams, the Volunteer Experience Manager will have overall responsibility for managing the recruitment process and ensuring consistency in the development of volunteers, as well as lead in increasing the standard of the volunteering experience across the organisation.

The closing date for this exciting opportunity is: **9am on Thursday 5 March 2020**

Please note that we may bring forward the closing date at our discretion.



Bloodwise values diversity and is an equal opportunities employer



ABOUT US

We are Bloodwise, and we want to change the world for all blood cancer patients. Every year we stop more people dying of blood cancer and our researchers are even working to stop people developing blood cancer in the first place.

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer and we've been working to do this since 1960.

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

We're proud to say that UK blood cancer research leads the world, thanks to the money we've been able to invest because of our supporters and fundraising. But we still have so much more to do: blood cancer is the 5th most common cancer and sadly it is the 3rd biggest cancer killer in the UK claiming more lives than either breast or prostate cancer.

We improve the lives of blood cancer patients with cancers such as leukaemia, lymphoma and myeloma because we believe everyone should be able to live their life to the full. We've been working to beat blood cancer for over 50 years and we won't stop until we do. Be a part of our story and help us change the world.

OUR VALUES

Our values inspire us, and guide our decision making and actions. We will ask all shortlisted candidates about their connection to our values at interview stage, so please make sure that our values resonate with you before applying.

Striving for results:

We are determined, focussed on a clear vision. We are motivated, practical and passionate to do all we can to make the lives of those affected by blood cancer better and to ultimately find a cure for blood cancers.

United as a family:

We are one caring family. We work together to raise funds and awareness, to inform and look after people affected by blood cancer. We value each other's contribution. We work as one.

Standing in other's shoes:

We have empathy, we listen, we see things from the perspective of others. We take ownership to address issues and solve problems. We do all we can to help and support others.

Making knowledge count:

We are experts in our field. We share our knowledge and use our expertise to help get the best outcomes for those affected by blood cancer. We build understanding.

JOB DESCRIPTION AND PERSON SPECIFICATION

Role	Volunteer Experience Manager	Location	London/Edinburgh or remote working can be considered for this role
Contract Type	Fixed-Term Contract	Contract Length	12 months
Salary	£34,489 - £40,566 (Dependant on experience)	Intended start date	April 2020

CONTEXT

This is a newly created role and forms part of our strategy to increase our reach and to mobilise our army of volunteers.

This is a really great opportunity to start an overarching volunteer programme from scratch. You will need to have experience of strategically designing and implementing a full end-to-end recruitment process and user experience and the operational know-how to put it into practice and deliver it.

Types of volunteers at Bloodwise include:

Level 3 - Ambassadors, Community Group leads/treasurers, Strategic Committee members

Level 2 - Community Awareness volunteers, Information and Support volunteers, Events volunteers, Office volunteers and community group members

Level 1 - Sports events, blood cancer voices, share your story, on-line community

The role reports to the Head of HR as, like the HR team, this is a service-based role and your customers will be the internal relationship owners and external volunteers.

We offer a supportive working environment with lots of potential for learning and development. In order to develop the best possible volunteer programme for Bloodwise you will get to work with a range of people across the organisation who own the various volunteer relationships.

We operate an agile working policy. This means we are changing from having a culture where people are expected to be in the office from 9am to 5pm to one where we're much more focused on what they deliver. We have a Head office in London, an office in Edinburgh, and remote workers around the UK, and we think this role could work from any of those locations. Please get in touch if you'd like to discuss this further.

We expect this role will involve limited travel around the UK, in order to facilitate training and support for volunteers.

KEY RELATIONSHIPS

Reports to	Head of HR & OD
Line management responsibilities	N/A
Key relationships	<p>Internal contacts: Senior Regional Relationships Manager, Regional Relationship Managers, Senior Support Services Manager, Senior Ambassador and User Involvement Coordinator, Policy Manager Deputy Director of PFIG, Head of Public Fundraising, Head of Information and Support Services, Head of Policy & Campaigns, Insight team</p> <p>External contacts: Volunteers, potential volunteers, Ambassadors, external providers, agencies</p>

MAIN RESPONSIBILITIES

We're looking for a skilled and passionate volunteer management professional. You will act as the charity's volunteer management expert: creating the volunteer experience, championing volunteering, and making a key contribution to the ongoing growth and development of volunteering across the organisation.

In this varied and interesting role, you will be responsible for supporting strategic development, managing projects, volunteering policies, assuring volunteer management quality, and managing and enhancing volunteering data, ensuring there is a consistent approach and that we're able to measure the impact of volunteering.

You will provide specialist advice, guidance and support to teams, ensuring that they have the skills and tools needed to design, develop and implement innovative and effective volunteering roles and programmes, and empowering them to deliver quality volunteer experiences in line with volunteer management best practice.

This role requires extensive proven volunteer management experience, solid communication, evaluation, IT, and customer service skills, and experience of collating and analysing data. Your previous experience of project management and your organisational skills will enable you to manage multiple priorities to deadlines. We take our values seriously, and a key part of this role will be to ensure that our volunteers demonstrate our values in every interaction they have on behalf of Bloodwise.

KEY RESPONSIBILITIES:

- Operational lead for managing the volunteer experience across the UK
- To set the expectation and standard for volunteer experience, led by our organisational values
- To manage the volunteer recruitment and placement process

- To manage the compliance and collation of information from volunteer managers in the organisation
- To train volunteer managers in the organisation to ensure consistency when managing volunteers
- To manage the volunteer management system assigned to volunteers and maintain accurate and accessible records, providing monthly reports on volunteer activity
- To communicate complex information effectively to large groups of volunteers and provide support to them
- To communicate complex information effectively to internal and external stakeholders and provide support to them in their engagement with volunteers
- To be responsible for the communication with employees at all levels and volunteers regarding the volunteer service
- Keeping Volunteer Handbooks and training resources (such on online training module) up to date.

Initial work:

- Create bespoke training for Volunteers as required
- Create a space on the website for anyone interested to get involved with us to register their interest and be stewarded effectively
- Agree how we assign volunteers across the business to meet organisational needs

Recruitment & On-Boarding:

- Develop processes alongside relationship managers to manage effective recruitment to required volunteer roles in line with our values
- Liaise with relationship managers to co-ordinate advertising of volunteer opportunities online
- Support with outreach work in BAME communities to increase diversity of applicants
- Support relationship managers in interviewing potential volunteers and follow up with all candidates as required
- Support the Senior Ambassador and User Involvement Coordinator in the recruitment to Ambassador roles.

Induction and training:

- Ensure all new recruits receive a welcome pack/Handbook including links to necessary online training
- Liaise with all volunteers to ensure the completion of required training, whether online or face to face
- Update online training module and volunteer handbook with new content as required

Reporting & Compliance:

- Setting up SMART objectives, KPIs & effective evaluation & monitoring frameworks for volunteering across the organisation so we can meaningfully understand the impact volunteering is having on our business
- Work with the CRM team to agree key business processes to underpin effective volunteer management
- To ensure all required data and information is collected, stored and reported on as required
- Distribute and evaluate volunteer-wide satisfaction surveys
- Co-ordinate report on engagement and impact, liaising with each team as required
- Review and maintain volunteering policies

Ongoing stewardship, retention and recognition:

- Liaise with all relationship managers and digital/comms team to co-ordinate volunteer-wide comms, including development of regular newsletter
- Manage Volunteer Inbox, responding efficiently to any queries about ways to get involved
- Support co-ordination of annual thanking events
- Manage the retention & recognition of our volunteers

THINGS WE ALL DO

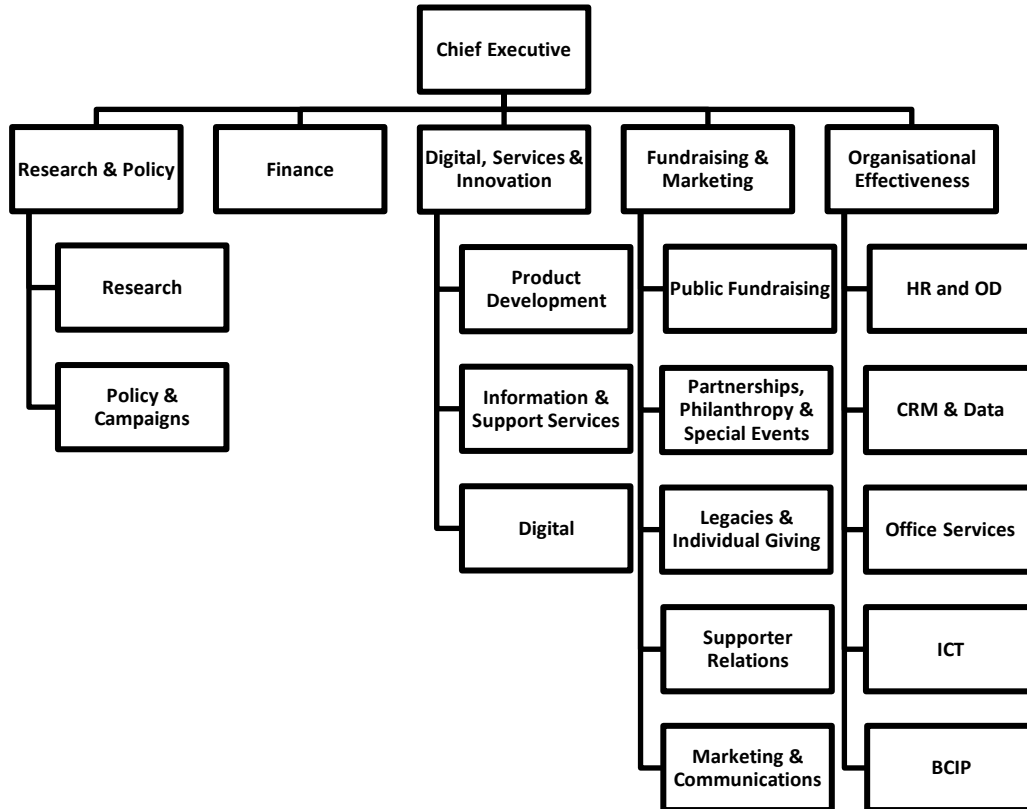
- Promote Bloodwise's vision, mission and core values
- Attend and assist at Bloodwise events and activities as required (NB this involves evening and weekend work)
- Be an effective ambassador for Bloodwise at any activity you attend
- Develop an in-depth understanding of our work
- Follow the principles of LEAN
- All staff are expected to adhere to Bloodwise's policies and procedures
- Do any other reasonable things your manager needs you to do

PERSON SPECIFICATION

Skills knowledge and experience
Essential
Experience of managing a volunteer programme
Experience of developing and delivering volunteer training programmes
Experience of Volunteer management software/databases
Working cross teams to deliver an effective volunteer programme
Experience of ensuring organisational values are understood and 'lived' by every volunteer
Leads a culture of continuous improvement
Comes up with imaginative solutions to business situations and have the capacity to identify alternatives to traditional methods and approaches
Experience of setting up an evaluation framework for Volunteer Programmes and reporting on KPIs
Ensures the successful achievement of results through the effective planning and management of resources, which are in line with the organisation's strategic direction.
Works collaboratively and shares information within and across the HR team as well as wider organisation.
Builds and maintains good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals.
Excellent written and spoken English
Excellent analytical and numeracy skills
Proficient in use of Windows-based software packages, including Word, Excel, email and internet
A commitment to equal opportunities and diversity and the aims and values of Bloodwise
Desirable
Knowledge of community fundraising

THE TEAM ORGANOGRAM

Now you have read about the role, to help you get a better feel of where it sits in Bloodwise here is a simplified organogram.



SHORTLISTING AND INTERVIEWS

Bloodwise is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; so if you're shortlisted we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process.

If you do not hear from us within 2 weeks after the closing date of this role, we thank you for your interest in Bloodwise however your application has been unsuccessful on this occasion.

FOR FURTHER INFORMATION ABOUT US

See our website <https://bloodwise.org.uk/>

THE GOOD STUFF WORKING AT BLOODWISE

Apart from all the hard work we do, there are some really good benefits to working at Bloodwise:

<p>Annual Leave Entitlement is 25 days per year rising to 26 days after 2 years' service then 27 after 4 years' service; we will usually close the office between Christmas and New Year which our trustees gift as an additional holiday.</p>	<p>Personal Development Development is really important to us and there are a variety of options available to staff at Bloodwise.</p>
<p>Family leave We offer enhanced pay during maternity, paternity and shared parental leave.</p>	<p>Interest free season ticket loan We pay for the ticket and you repay the money out of your monthly salary.</p>
<p>Pension When you join us we'll automatically enrol you onto our pension scheme, which is run by Aegon. This can be increased through length of service.</p>	<p>Agile working We value results and outcomes and support this with an agile working policy.</p>
<p>Employee Assistance Programme Offers support information, expert advice and specialist counselling to help you prepare for life's predictable milestones.</p>	<p>Ride2work scheme This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.</p>
<p>Life Assurance Although we don't like to think about it, should something happen to you while working for Bloodwise we have life assurance for staff.</p>	<p>Interest free loan This allows you to take an interest-free loan of up to £1,000, and repay this over up to 12 months through your monthly salary</p>

OUR LOCATION

Our Head offices are located at [39-40 Eagle Street in Holborn, London WC1R 4TH](#); Holborn tube is the closest station, approximately 5 minutes from our offices.

Bloodwise is currently planning for an office move. We plan to move from our current office in Holborn to another location in central London (zones 1-2) in mid to late 2020.

