

VOLUNTEER DEVELOPMENT MANAGER

JOB DESCRIPTION



JOB TITLE	Volunteering Development Manager
HOURS	Full time 35 hours per week
LOCATION	Perth
RESPONSIBLE TO	Chief Operating Officer
SALARY	Salary £25k + 6% employer pension contribution/3% employee contribution
JOB PURPOSE	To lead on all aspects of Volunteer Management across Cruse Scotland

MAIN TASKS	<ul style="list-style-type: none"> - Recruit and induct all new volunteers to all roles across Scotland - Manage all new volunteer enquiries - Ensure regular and effective communication with all volunteers, including production of bulletin, newsletters, attending volunteer gatherings and events - Support Area Management Teams with volunteer management across the organisation - Review and update core policies and procedures relating to volunteering annually, ensuring these meet best practice and are accessible to all - Co-ordinate a CPD training calendar for volunteers in all roles across Scotland - Develop and promote Cruse Scotland eLearning platform across the differing volunteer roles - Attend and support the Board Sub-Committee Practice Governance and Training' each quarter - Promote and lead on Volunteers Week each year - Represent and promote Cruse Scotland at Cross Party Group on Volunteering - Keep up to date with volunteering developments and ensure that all volunteering practice meets best practice standards, enabling Cruse Scotland to achieve volunteering quality awards such as Investing in Volunteers - Ensure that volunteering across Cruse Scotland is developed in line with organisational policy and strategy
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KNOWLEDGE SKILLS AND EXPERIENCE	<ul style="list-style-type: none"> • Ability to lead, motivate, manage and develop volunteers • Ability to interact positively with people at all levels both internally and externally • Experience of co-ordinating or managing volunteers or demonstrable experience of the issues involved in volunteer management • Negotiating, influencing and problem solving skills • Ability to work co-operatively as part of a small team and also to work on own initiative • Excellent oral and written communication skills, including public speaking • Competent in Microsoft Office suite of packages, including databases • Experience of managing a varied workload with competing priorities
COMMUNICATION	<ul style="list-style-type: none"> • Contact with prospective volunteers • Cruse Scotland staff and volunteers • Cruse Scotland’s CEO and Board Members • Contact with bereaved people seeking advice and information about CBCS services.

ORGANISATIONAL DIAGRAM:

