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**Volunteer Practice Manager**

**Job description and person specification**

**Home-Start UK**

**JOB DESCRIPTION**

**JOB TITLE:** Volunteer Practice Manager

**REPORTS TO:**  Head of Volunteer Practice and Development

**LOCATION:** Home-based, with travel to Leicester office required. Occasionally broader UK travel may be necessary

**SALARY:** Circa £30,000 FTE

**HOURS:** Between 4-5 days (28hr-36hr). We are happy to discuss flexible working and also part time or job share options.

**CONTRACT:** 12 months FTC

**MAIN PURPOSE AND SCOPE OF THE JOB**

Your role, will be to support the Head of Volunteer Development in creating a comprehensive volunteering resources toolkit. This toolkit includes but is not limited to; guidance and policy documents and training materials which collectively seeks to enhance best practice across the Home-Start network and create an effective and positive volunteer experience.

**DUTIES AND KEY RESPONSIBILITIES**

* Develop a programme of work that focusses on developing volunteer practice guidance throughout the volunteer journey.
* Facilitate the development of guidance documents with the network, through either working groups, expert panels or surveys, and oversee their presence on the intranet, ensuring they are easily accessible.
* Write clear and concise copy that is easily understood.
* Facilitate network wide webinars on new volunteering guidance, supporting local Home-Starts to feed into and share real and practical examples of volunteer best practice.
* Ensure sector wide best practice around equality, diversity and inclusion is embedded into resource development.
* Work collaboratively with organisation leads in areas such as training, volunteering and quality assurance to ensure work developed is aligned with central messaging and approach to volunteer practice.
* Liaise with external contractors for, proof reading, design, pictorial and video content where necessary and where budget allows.
* Working with others in the organisation to ensure that we can demonstrate the impact of central volunteer support on volunteer experience and benefits for families.

**All staff at Home-Start UK are expected to**

1. Maintain and improve competencies through ongoing personal development
2. Work effectively and efficiently to administration, communication, health and safety protocols and policies to ensure that organisational systems and procedures are implemented.
3. Abide by organisational policies, codes of conduct and practice as described in the Staff Handbook and on the Home–Start Intranet.
4. Carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post.

This is a new role working in a fast-changing environment as we support our network to recover from the COVID pandemic and strengthen and secure sustainability of local Home-Starts. The post-holder will be expected to show flexibility to respond to potentially changing needs and contribute to related work across the organisation, as required.

This job description is not contractual and is liable to change over time.

**PERSON SPECIFICATION**

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|  | Essential | Desirable |
| **Knowledge and Experience** |
| Excellent experience and working knowledge of best practice in volunteer management | √ |  |
| An understanding and experience of developing and or working with a variety and breadth of different volunteer roles. | √ |  |
| An understanding of the different levels of compliance required in safely on boarding and managing these different volunteer types |  | √ |
| Experience of developing and writing volunteer policies and guidance documents that support the volunteering journey | √ |  |
| Experience of co-production and developing materials for and with end users |  | √ |
| Knowledge of the Home-Start volunteer model |  | √ |
| **Skills** |
| Strong interpersonal skills, with the confidence to engage with the Home-Start network and drive forward multidimensional projects at pace | √ |  |
| Systematic in your approach, with the ability to manage multiple projects with varying priorities | √ |  |
| Clear and precise writing skills, ensuring written materials can be used for a variety of audiences. | √ |  |
| IT skills at an intermediary level, with the ability to confidently use a range of Microsoft office tools as well as able to adapt to new systems with ease. | √ |  |
| Ability to use own initiative, work well independently as well as work as part of a team.  | √ |  |
| Excellent attention to detail. | √ |  |
| **Personal qualities** |  |  |
| A commitment to our organisational values:* **Accountability** - Taking responsibility for our action
* **Ambition** - A strong desire to achieve the best for families
* **Respect** - Treating others as we wish to be treated
* **Co-operation** - Working together to achieve our goals
* **Integrity** - Working honestly and truthfully
 | √ |  |
| A passion for our work supporting families through compassionate, non-judgemental support and working with volunteers | √ |  |
| Visionary with the ability to inspire and motivate others with a positive mind-set | √ |  |
| Results-focused with the ability to personally deliver tangible outcomes | √ |  |
| Creative in solving problems and entrepreneurially seizing opportunities | √ |  |
| Resilient, collaborative, diplomatic and emotionally intelligent | √ |  |
| Clear commitment towards diversity and inclusion | √ |  |
| **Travel** |  |  |
| Ability to work flexibly where required (potentially including occasional evenings or weekends) | √ |  |