



Children's Hospices Across Scotland

JOB DESCRIPTION – VOLUNTEERING DEVELOPMENT MANAGER

Job Details

Job Title – **Volunteering Development Manager**

Responsible to – **Head of Volunteering**

Job Family – **Manager – Non Care**

Location – **Flexible - any CHAS site across Central Scotland**

Salary – **Sector Band 6, Point 14 to 16**

Job Purpose

Working as a strategic partner, lead the development of volunteering strategy within a region or directorate(s) in order to meet the objectives of the CHAS Plan. The Volunteering Development Manager will champion a quality volunteer experience and drive innovation by inspiring, educating and motivating staff in volunteering development.

Main Tasks

- Strategy development to grow and maximise volunteer activity
- Partnering and coaching of staff
- Development of the volunteer experience
- Staff management
- Risk Management
- Finance

Job Activities

Strategy development to grow and maximise volunteer activity

- Lead the development of volunteering strategy in a region/directorate(s) to meet the objectives of the CHAS Plan.
- Responding to identified training needs, design, deliver and evaluate training to develop the skills of staff in volunteer engagement and leadership.
- Proactively work with staff to identify and develop new volunteer roles
- Develop external engagement with the community with a focus on engaging under-represented groups in volunteering
- Support teams to develop inclusive volunteering programmes by championing the diversity and inclusion agenda
- Work collaboratively with the other Volunteering Development Managers to undertake research, identify trends, benchmark with other organisations, develop training and identify opportunities for cross-directorate working.
- Influence ways of working in order that staff and volunteers work together seamlessly.
- Work with colleagues to ensure volunteers are integrated in new developments

- As a member of the volunteering team, contribute to the development and review of the CHAS volunteering strategy.
- As a member of the volunteering team, contribute to the development and maintenance of effective team working and team spirit throughout the department

Partnering and Coaching of Staff

As a source of professional expertise, coach and advise senior managers and support staff to identify appropriate development activities that support the management and experience of volunteers such as annual reviews and regular feedback.

- Develop support and supervision structures and partner teams to develop training courses for volunteers, ensuring a quality, safe volunteer experience for all volunteers
- Ensure the provision of comprehensive management information on volunteering to line-managers, including the maintenance of appropriate records and production of reports. Use this information to identify training needs and design, deliver and evaluate bespoke training as required.
- Be responsible for the implementation of national CHAS policies and procedures relating to volunteering
- Promote and educate the value and principles of volunteering across CHAS.

Development of the Volunteer Experience

- Analyse and interpret quantitative and qualitative data to inform volunteer planning and development.
- Develop a framework to promote the volunteer voice within a region/directorate(s)
- Develop volunteer-led initiatives
- Develop and review policies, procedures and risk assessments to support the development of volunteer roles
- Develop and deliver volunteer induction and training in partnership with staff
- Support the wider Volunteering Team with national cross-directorate projects and initiatives, taking a national lead on identified areas.
- Maximise digital media to support the promotion of volunteering and engagement of volunteers in the region/directorate(s)

Staff Management

- Direct line management responsibility for up to two Volunteering Team staff.
- Responsible for managing and conducting staff review and development meetings, identifying areas for development and ensuring the maximum contribution towards the achievement of the volunteering strategy and the CHAS Plan.
- Analyse staff training needs, ensuring appropriate development opportunities are identified and that staff have the required knowledge to enable organisational standards to be maintained
- Deputise for the Head of Volunteering as required

Risk Management

- Responsible for the monitoring and prevention of operational day to day business risks arising within their area of responsibility, ensuring that the appropriate risk register is maintained and reported in line with the organisation's framework for Risk Management

Finance

- Responsible, as an authorised signatory, for the processing of invoices relating to volunteering in the region/directorate(s) and for the authorisation of staff and volunteer expenses

Health and Safety

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Health and Safety Management Policy and associated procedures and co-operating with CHAS in complying with its legal duties

Information Governance

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Information Governance Framework and associated policies and co-operating with CHAS in complying with its legal duties

Dimensions

- As an authorised signatory, responsible for authorising volunteer and staff expenses and approving individual purchases up to £750 in value
- Attend People and Strategy Team and Volunteering Team meetings.
- Attend relevant regional/directorate meetings as required.
- Represent the volunteering department on appropriate internal and external groups, forums and committees.
- Responsible for partnering staff to support and manage approximately 200-500 volunteers across Scotland.
- Attend relevant external meetings and events to promote services volunteering at CHAS

Decisions and Communications

Decisions

- The Volunteering Development Manager role operates independently, making autonomous decisions about strategy and volunteering growth within their own region/directorate(s) and in line with the CHAS-wide volunteering strategy
- The Volunteering Development Manager role communicates with a wide range of people both internal and external and uses personal judgement to achieve daily objectives, give advice and solve problems. The role requires quick and accurate analyses of situations and provision of accurate and effective advice on complex and sensitive volunteer management situations
- Manages and priorities own and team workload, taking decisions in relation to volunteer management and volunteering development
- Work is generated by the requirements of the CHAS Plan and the CHAS volunteering strategy. The post-holder is empowered to partner staff in the recruitment, engagement, development and retention of high performing and diverse volunteers to accommodate these needs

Communications

- Post-holder will inspire and motivate staff to influence new ways of working
- Post-holder is required to build, and maintain, effective relationships with volunteers, staff who manage, or work alongside volunteers, CHAS colleagues in other departments as well as prospective volunteers, other VDMs and other relevant organisations
- On a regular basis, communicates complex information and resolves issues, often requiring tact and persuasive skills

- Has frequent contact with external agencies, working collaboratively to develop partnerships to develop volunteering in CHAS



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PERSON SPECIFICATION – VOLUNTEERING DEVELOPMENT MANAGER

Education, Qualifications, and Training

Essential

- Educated to degree level or equivalent

Desirable

- Qualification in volunteer management

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- A highly developed understanding of the issues involved in volunteer management
- Competent in Microsoft Office suite of packages
- Excellent presentation skills
- Negotiating skills, with experience of liaising/ negotiating with managers
- Ability to interact positively with people; leading, developing and motivating employees and working as part of a team
- Excellent interpersonal skills including the capacity to work with and influence senior colleagues within the organisation
- Ability to influence and inspire colleagues to develop volunteering opportunities
- Requirement to be persuasive, motivating and empathetic when dealing with volunteers
- Awareness of, and sensitivity to, individual volunteer circumstances and availability

Desirable

- None

Method of Assessment – Application Form and Interview

Experience

Essential

- Experience of managing a large number of people within a multi-disciplinary organisation including resourcing, recruitment and development
- Experience of developing and delivering training
- At least five years' experience of developing volunteering strategy and partnering teams to identify opportunities for volunteering growth
- At least five years' experience of developing volunteering programmes in the third and/or public sector(s)

- Experience of working with databases, both to input and to maintain data and produce reports

Desirable

- Experience of working across a multi-site organisation

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Acts with integrity
- Works co-operatively with colleagues to improve programmes
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness
- Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core value, vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Views change as a natural, positive and a continuing process
- Commitment to CHAS core values, vision and purpose
- Approachable, open and collaborative working style
- A passion for volunteering

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites
- Full UK driving licence

Desirable

- None

Method of Assessment – Application Form and Interview