

## **Volunteer Officer**

**Employer:** Chartered Institute of Fundraising

**Salary:** £23,800 per annum

**Location:** Working from home (UK) with occasional attendance at events or meetings across the UK including attending meetings in London.

**Closing Date:** 18 March 2024 (we reserve the right to close the post early)

**Hours:** Full Time (35 hours per week. Requirement to work outside of regular office hours occasionally, as required, with time off in lieu. We are happy to talk flexible working)

**Contract Type:** Permanent

### **The Organisation**

The Chartered Institute of Fundraising is the membership organisation for professional fundraisers in the UK.

Our values underpin all areas of our work and guide us in all we do:

**Passionate:** taking pride in what we do and driven by success.

**Professional:** championing and achieving high standards and governed by professional integrity.

**Enabling:** helping others and empowered to take ownership, find solutions, make decisions and collaborate.

**Enterprising:** open to new solutions and committed to delivering where we already excel.

**Respectful:** honest and fair, treating everyone with consideration and respect.

We are now looking for a Volunteer Officer to join our busy Volunteering team which is responsible for 35 volunteer-led National, Regional, and Special Interest Groups that offer events, networking opportunities, and support to our members and the wider fundraising community.

### **The Benefits**

- Salary of £23,800 per annum
- Annual leave starting at 25 days per year, plus 9 Bank Holidays. We also close between Christmas and New Year which is additional time off
- Up to 7.5% employer contributions to our stakeholder pension scheme (after probation ends)
- Enhanced sick pay from day one
- Great work/life balance through flexible and remote-first working
- Support for your health and wellbeing with an Employee Assistance Programme
- Two days of paid leave annually to volunteer for a registered charity

This busy and varied role is the perfect opportunity for someone looking to advance their career in volunteer management and broaden their understanding of the charity sector.

### **The Role**

The role provides key support to the Volunteering Team with day-to-day administrative responsibility for supporting the volunteer journey for all Group committee volunteers, from recruitment to onboarding to succession planning. The post-holder will support the strategic objectives of the team and volunteer strategy.

The role will also be the first point of contact and provide logistical support for volunteer events and activities, either online or in person across the UK.

The post-holder will:

- Use innovation and an evidence-based approach to create and implement new systems to improve existing processes
- Keep abreast of sector news
- Build relationships within the volunteer network
- Update supporting documents and maintain the volunteer database and Volunteer Hub, to ensure volunteers have access to all information and tools required to make their role and activities a success.
- Keep systems up-to-date and oversee volunteer activities to ensure they remain in line with objectives, governance, and policies.

The role provides direct administrative support for the Volunteering Manager, Director of Operations for:

- Booking meetings,
- Taking minutes at Chair's meetings,
- Sourcing, supporting, and delivering inductions/training,
- Creating documents, guidelines, policies, surveys, and reports,
- Any other duties that are relevant to the job as requested by the line manager.

In addition, the role works with the Finance team to:

- Manage the volunteer Treasurer relationships
- Processing expenses and invoices
- Overseeing the group income and expenditure
- Quarterly report and budgets

Working with our Microsoft Dynamix CRM, MS Teams, Zoom, Trello, Eventbrite, Excel, event delivery platform, Outlook, and Word.

### **About You**

To be considered for this role, you will need:

#### **Experience & Skills**

- Experience working in a customer-facing environment or with a wide range of stakeholders (essential)
- Experience using databases and data entry (essential)
- Experience of, and competent in, effectively communicating using email and telephone systems (essential)
- Experience of using Windows operating environments Word, and Excel (essential)
- Experience of creating or delivering training (desirable)

- Experience of working with Volunteers (desirable)
- Experience and knowledge of financial processes (desirable)
- Knowledge of and/or experience within the charity sector (desirable)

### **Attributes**

- A confident self-starter with strong organisational and planning skills.
- Desire and ability to provide excellent customer service.
- Eye for detail and accuracy.
- Ability to juggle multiple tasks.
- Exceptional communication and writing skills.
- Ability to prioritise workload, meet deadlines, and use initiative.
- Able to work under pressure with ability to find solutions.
- Diplomatic, energetic, and unflappable.
- An understanding of and commitment to the values of the voluntary sector.

If you would like to discuss access requirements or have any questions about the role please contact us directly.

The Chartered Institute is proud to be an equal opportunity employer committed to a diverse and inclusive workplace where we can all be ourselves and succeed on merit. We particularly welcome applications from those who are significantly underrepresented in our sector, such as disabled people and individuals from Black, Asian, and Minority Ethnic communities.

### **How to apply**

Please apply using our application form and send this to [hr@ciof.org.uk](mailto:hr@ciof.org.uk). This will be redacted for anonymity and the interview panel will not see any identifying information.

Your application will not be considered if you submit a CV and supporting statement.

All candidates are also requested to complete our EDI monitoring form and return it along with the application. The form will be used for monitoring purposes only.

Any queries should be addressed to [hr@ciof.org.uk](mailto:hr@ciof.org.uk)

- Closing date for applications is 18 March 2024 although we reserve the right to close the position early
- Please note that the interviews will take place via Microsoft Teams/Zoom

Please visit our Careers page on our website to read the full job description:

<https://ciof.org.uk/about-us/work-for-us>