

# WHAT'S THE ROLE?

## VOLUNTEER EXPERIENCE MANAGER

I partner with colleagues across the charity to ensure every volunteer feels welcome and recognised for their contribution. I am responsible for the volunteer journey, and the policies and practice that create an excellent experience.

### THIS ROLE WOULD BE GREAT FOR YOU IF YOU...

- Make it easy to volunteer and make a meaningful contribution through inclusive and accessible information, policies and practice
- Maintain a positive volunteer culture through Learning and Development for colleagues and internal communications
- Business partner with colleagues as an advisor and expert on volunteer experience
- Oversee the volunteer journey, ensuring an excellent experience in line with the Investing in Volunteers standard
- Work with the Customer Experience and Journeys Manager to ensure volunteers get a consistently good experience across all of their engagement with Prostate Cancer UK
- Develop and implement inclusive policies and processes
- Increase representation in our volunteers to reflect our DEI priorities
- Give volunteers opportunities to feed back on their experience to inform continuous improvement
- Own the Volunteer Management System, leading on data capture and management in line with GDPR
- Measure and report on impact volunteers have within the organisation and to volunteers themselves
- Manage centralised communications for all volunteers including monthly emails, webinars and get-togethers
- Deputise for the Head of Volunteer Engagement

### WHO YOU ARE

- Experienced, successful people manager with a strong understanding of what makes a great volunteer experience
- Passionate about inclusion and accessibility in volunteering
- Comfortable with resolving conflict and confident in influencing others
- Flexible and adaptable in a changing environment
- Experienced in developing and iterating person-centred processes and systems
- Confident with databases
- Understanding of, and empathy with, the impact of prostate cancer.

- Excellent track record of working collaboratively across an organisation and as part of a multi-disciplinary team
- Experienced in developing and delivering learning and development opportunities
- Actively promotes our commitment to equity, diversity, inclusion and allyship.

# YOUR ROLE: THE NUTS AND BOLTS

**Your line manager:** Head of Volunteer Engagement

**Pay Band:** 4 - Manager

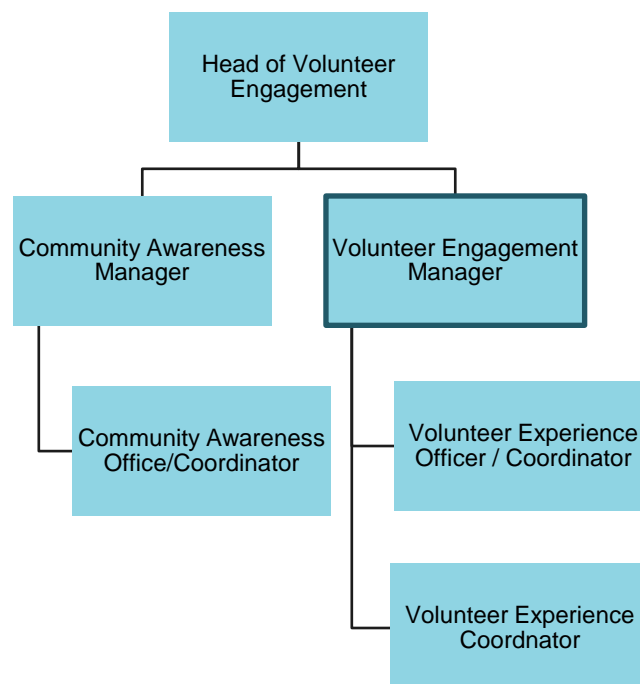
**Contract:** Permanent

**Hours:** Full time, 37.5 hours per week. We're happy to consider requests for flexible and part-time working on hiring.

**Location:** Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office [xx] days a month and we may need you to come in for specific meetings.

This role will require travel across the UK as well as regular presence in the London office.

## WHERE DOES MY ROLE FIT IN THE ORGANISATION?

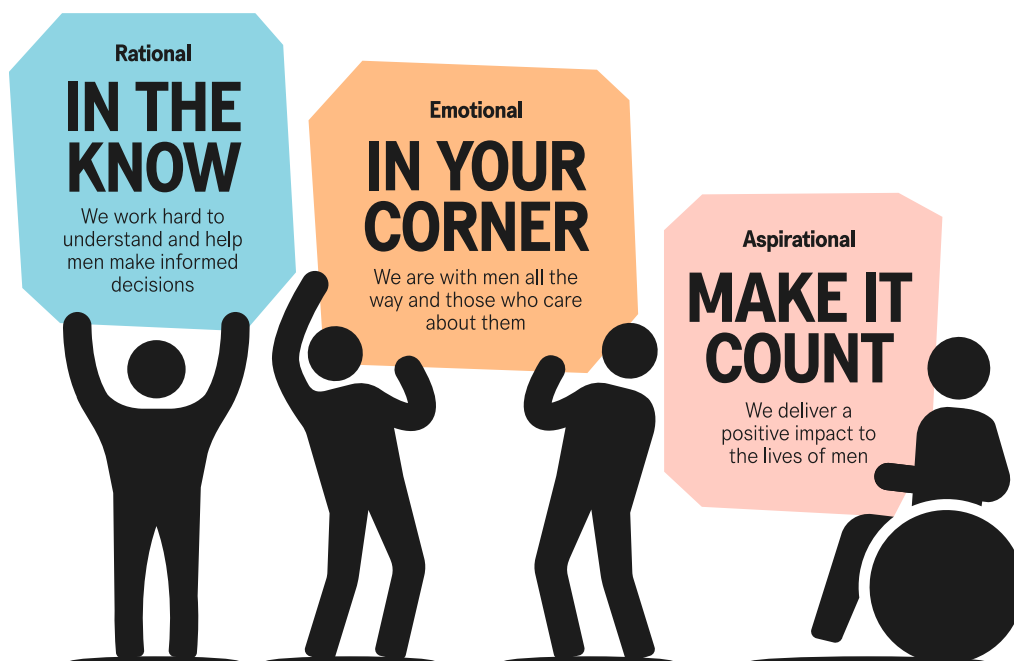


# OUR CULTURE

## VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

### OUR VALUES



### OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
<b>GENEROUS WITH KNOWLEDGE</b> Switched on and well-connected, we share our expertise and make informed decisions.	<b>GOT YOUR BACK</b> Unembarrassed and reassuring, we listen, understand and stand up for those in need.	<b>DO WHAT MATTERS</b> Impossible to ignore, we focus on what matters to drive results and maximise our impact.
<b>NATURALLY CURIOUS</b> Constantly learning and hungry for knowledge, we challenge and push for answers.	<b>OPEN TO ALL</b> Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	<b>NEVER SETTLE</b> Fired up and determined to make a difference in everything we do – and driven to give our best.

# HOW TO APPLY

To complete your application, you will be asked to upload your CV and complete the supporting information section through our application portal. Please fill in parts one and two of our application for your personal statement, both have an 8000-character limit. You may wish to use a method such as the '[STAR](#)' technique or similar. When completing the statements please ensure you clearly provide a full and relevant example of how the criteria apply.

## PART ONE

**Please address the core/essential 'who I am' skills, experience and competencies required using real examples where possible and tell us in what ways you are a good match for the role.**

This provides you with a great opportunity to showcase your knowledge, skills and experiences with the most important aspects of this role which will be used in reviewing and shortlisting applications:

- *Experienced, successful people manager with a strong understanding of what makes a great volunteer experience*
- *Passionate about inclusion and accessibility in volunteering*
- *Comfortable with resolving conflict and confident in influencing others*
- *Experienced in developing and iterating person-centred processes and systems*
- *Understanding of, and empathy with, the impact of prostate cancer.*
- *Experienced in developing and delivering learning and development opportunities*

## Part two:

**Please provide us with any further supporting information that you feel will benefit your application. You may want to reference the 'how I work' and 'what I do' sections.**

This provides you with a great opportunity to further support your application, showcase your understanding of the role and how you feel you will be able to contribute to the success of Prostate Cancer UK.

Apply via our [jobs page](#). If you require any adjustments or assistance, please email [hr@prostatecanceruk.org](mailto:hr@prostatecanceruk.org)

We look forward to receiving your application!