



the brain injury association

Role Profile

Branch Development Manager

Team:	Network Support Team
Reporting to:	Marie Peacock, Head of Network
Salary:	£42,000 per annum
Location	Home based with option to work from Headway's office in Nottingham. The role will require some travel across the UK

The role purpose

To develop the support provided for Headway volunteer-led branches across the UK including with volunteering, policies and processes and best practice to ensure a high-quality service for acquired brain injury survivors.

You will drive innovation to deliver sustainable volunteering opportunities that contribute towards the ongoing success of the Headway network, ensuring acquired brain injury survivors can access the support they need within their own communities.

Overview of the Department/Team

Headway's Services directorate provides direct services to brain injury survivors and their families through the nurse-led helpline; Emergency Fund; training to both professionals and family members; the Approved Provider scheme, our quality mark for residential care units; and the Justice Programme, which includes providing ID cards for brain injury survivors.

Additionally, within the Services Directorate is the Network Support Team, which provides support for all affiliated Headway independent charities and volunteer-led branches across the UK. This post will sit within this team, with direct line management from the Head of Network and additional support available from Network Support Team colleagues as required.

Key areas of accountability

- To work collaboratively with Network Support Team colleagues to maximise opportunities to develop, and increase awareness of, Headway volunteer-led branches. Attend regular network support and Headway UK meetings, including webinars, training sessions and other events as required.

- To develop a clear understanding of the work undertaken across the Headway network and volunteer-led branches, establishing and maintaining effective relationships to work in partnership, identifying and anticipating support needs to improve and maintain high standards of service delivery.
- To develop, implement and establish a branch development strategy for Headway UK with clear objectives and deliverables, including a volunteering action plan that identifies priority areas of work to increase volunteer numbers across the network, aligning to Headway UK's strategic priorities.
- To design and oversee the growth of our next generation of branches across the UK, aligning this to Headway's strategy, to expand the services currently being provided by branches to reach more people affected by brain injuries across the UK.
- To be responsible for developing an annual volunteer engagement plan, ensuring volunteers across the network are inspired, informed and celebrated.
- To identify and develop partnership working and sponsorship opportunities for branches across the UK. To work with colleagues to identify new funding opportunities for volunteer projects.
- To undertake the review, development and communication of robust, proportionate and engaging volunteering systems, processes and policies to support best practice volunteer management. Supporting branches with the recruitment process, overseeing the management of DBS checks and reference requests, health and safety training, insurance and other governance requirements.
- To build and manage internal and external relationships with key people, such as UK-wide volunteering networks and other charities and organisations, ensuring opportunities reach a wide audience to encourage volunteers from diverse backgrounds to share their skills, experiences and passions.
- To develop a robust and welcoming induction process for Headway branch volunteers. Managing attendance at training, including safeguarding, to ensure branch committees and volunteers have the necessary training and information to carry out their responsibilities safely.
- Identify new ways to engage volunteers of local Headway branches in their personal ongoing development, including increasing engagement of, and attendance at, Network Learning Exchange events and workshops.
- To be responsible for updating, monitoring and evaluating systems that measure the impact of Headway volunteer-led branches, evaluating trends and reporting accordingly. To produce detailed reports for the Head of Network or others as required.
- Review current data capture systems and make relevant changes to improve data quality and accuracy.
- Write and produce regular communications regarding volunteering for branches, support with Award nominations, prepare case studies, and work with the Communications team to identify other promotion opportunities.

- To develop and maintain a good working knowledge of the issues affecting survivors of a brain injury, their carers, and families.
- To act as a Headway UK representative enhancing the reputation of the charity at all times.
- To undertake such other reasonable tasks as may, from time to time, be deemed necessary.

Corporate responsibilities

- **Safeguarding** –Safeguarding is at the heart of what we do and every member of staff has a duty ensure that they understand and follow safeguarding procedures to promote the welfare of our staff and service users.
- **H&S** –We are an employer who is committed to Health and Safety and you will have a role to play ensuring that we continue to embed a health and safety culture.
- **GDPR** – You will help ensure that we remain fully compliant of our obligations in respect of data.
- **Equal Opportunities** is a key value of Headway UK. Every member of staff has a personal responsibility to ensure that they behave in an inclusive way and contribute to our diversity goals.
- **You are an Ambassador for Headway UK** – We want all our staff, regardless of roles to be our Ambassadors, representing the charity and promoting the work we do.

Person Specification

Branch Development Manager

Experience and Knowledge	Essential/ Desirable	Assessment Method Application/ Interview
Substantial experience of volunteer engagement and development across all stages of the volunteer journey	Essential	Application & Interview
A working understanding of the opportunities and challenges facing community-based voluntary organisations at a UK wide level	Essential	Application & Interview
Experience of public speaking and managing meetings	Essential	Application & Interview
The ability to deal with confidential tasks in a discreet manner	Essential	Application & Interview
Experience of using databases or CRM systems and volunteer platforms	Essential	Application & Interview
Experience of relationship building and partnership working, preferably within the third sector	Essential	Application & Interview

Working knowledge of brain injury and experience of supporting those affected	Desirable	Application & Interview
Experience of working in a third sector organisation with a network of local branches	Desirable	Application & Interview
Knowledge of the legal, financial and governance framework within which third sector organisations operate	Desirable	Application & Interview
Skills and Abilities	Essential/ Desirable	Assessment Method Application/ Interview
Outstanding organisational and project-management skills, able to operate at a strategic level.	Essential	Application & Interview
Ability to engage, inspire and celebrate volunteers	Essential	Application & Interview
Ability to prioritise tasks and work under pressure to meet deadlines.	Essential	Application & Interview
To be enthusiastic and able to work both independently and as part of a team	Essential	Application & Interview
Excellent communication skills, with the ability to articulate and present ideas clearly, coherently and with passion and conviction	Essential	Application & Interview
Ability to gain the trust, confidence and respect of staff and volunteers, within the Headway network and external organisations	Essential	Application & Interview
High level of IT literacy and digital systems skills	Essential	Application & Interview
Ability to deliver training and facilitate delivery	Desirable	Application & Interview
Ability to identify funding opportunities	Desirable	Application & Interview
Other	Essential/ Desirable	Assessment Method Application/ Interview
Demonstrate a clear understanding of safeguarding (adults at risk)	Essential	Application & Interview
Demonstrate a clear understanding of equality of opportunity and diversity issues	Essential	Application & Interview
Demonstrate a clear understanding of UK GDPR and the impact that it has on the role day to day.	Essential	Application & Interview
Demonstrate a clear understanding of health and safety within a charity or third sector setting.	Essential	Application & Interview
Appropriate workstation and set up to facilitate you working from home e.g. desk, adjustable chair etc	Essential	Application & Interview

Please note this role is subject to an Enhanced criminal records check.