



Children's Book Project Volunteer Manager

4 days per week, 39 weeks per year

£31.5k FTE (potential for increased salary based on experience, up to £36,050)

Working from home with regular travel to all three hubs as required

Reports to the Operations Manager

Overview of the role

The Volunteer Manager is responsible for the end-to-end lifecycle of our volunteer base, acting as the primary link between the operational team and our invaluable unpaid workforce. They lead on recruiting, onboarding, training, and retaining volunteers, while fostering an inclusive, safe, and engaging environment that ensures volunteers feel valued and supported. Their primary KPI is to ensure our sessions are adequately staffed by CBP Team Leaders and Volunteer Coordinators with contingency built in.

They will be a people-centred leader with strong interpersonal, communication, and organisational skills, capable of working flexibly to support volunteers in diverse settings. Working closely with wider members of the operational team, the Volunteer Manager will develop and own a volunteer recruitment and management strategy that ensures sufficient, trained resource to meet our evolving requirements.

Roles and Responsibilities

1. Volunteer Recruitment

- Own and manage a pipeline to drive adequate volumes of potential and existing volunteers in all three cities including community volunteers, VCs, books in team, drivers, social media and any other volunteers.
- Develop and implement recruitment strategies to attract suitable volunteers.
- Create role descriptions and promote opportunities across CBP and external volunteering platforms.
- Build partnerships with councils, universities and other identified sources of volunteers including recruitment events, fairs, and community groups to raise awareness of opportunities.
- Recruit team leaders as paid roles
- Track the efficacy of each volunteer recruitment platform and refine as appropriate.

2. Screening and Onboarding

- Review applications, conduct interviews, and assess candidates for appropriate volunteer roles.

- Carry out background checks where required.
- Provide induction sessions to introduce volunteers to the charity's mission, values, policies, and expectations.
- Ensure volunteer agreements, policies, and codes of conduct are understood and signed.

3. Training and Development

- Coordinate or deliver training relevant to each volunteer role.
- Support Team Leaders to additionally support and develop their Volunteer Coordinators.
- Visit each hub twice every term to identify skill gaps and organise ongoing development opportunities.
- Maintain training records and ensure compliance with necessary certifications
- Produce training materials and how to guides for use by volunteers.
- Keep volunteer portal up to date with all necessary information - policies and guides.

.4. Volunteer Coordination and Support

- Assign volunteers to appropriate roles based on skills, interests, and organisational needs.
- Develop volunteer schedules with built-in contingency and ensure adequate coverage for events, programmes, or services.
- Provide day-to-day supervision, guidance, and support for Team Leaders, Volunteer Coordinators and other volunteers across all three hubs in London, Leeds and Birmingham
- Check the outputs of CBP volunteers across all three hubs for both quality and consistency and where necessary provide additional training or support.
- Provide further support and training for CBP teams in the event that required targets are not being met, working with the warehouse manager to identify any place-based hindrances.
- Serve as a point of contact for questions, issues, or welfare concerns.
- Foster a positive, inclusive volunteer culture.

5. Engagement and Retention

- Build strong relationships with volunteers, ensuring they feel valued and appreciated.
- Implement recognition programmes (thank-you events, awards, certificates).
- Gather volunteer feedback and make improvements accordingly.
- Resolve conflicts or concerns sensitively and professionally.
- Seek to understand and address any reasons for attrition

6. Administration and Recordkeeping

- Maintain accurate volunteer records, including hours, roles, training, and performance.
- Manage volunteer management systems or databases.
- Produce reports on volunteer activity and impact for senior leadership, funders, or trustees.
- Ensure compliance with data protection laws and safeguarding regulations.
- Order and distribute name badges, “uniform” and any other materials as needed

7. Strategy, Planning, and Evaluation

- Develop a comms plan in conjunction with the marketing manager to position CBP as a best in class volunteering experience
- Contribute to the charity’s strategic planning by aligning volunteer capacity with organisational goals.
- Analyse volunteer programme performance, identifying strengths, gaps, and areas for improvement.
- Develop policies, procedures, and best practices for volunteer engagement.

8. Health, Safety, and Safeguarding

- Ensure volunteers are trained in and comply with health and safety policies.
- Carry out risk assessments for volunteer activities.
- Promote an open culture where any volunteer or team member can voice concerns or ask questions.
- Promote a safe working environment and act on any safeguarding concerns.

9. Collaboration and Communication

- Work closely with service teams, event organisers, fundraising staff, and leadership to understand volunteer needs.
- Ensure internal teams effectively integrate volunteer support.
- Communicate volunteer achievements and contributions across the organisation.
- Celebrate volunteer achievements and the charity’s volunteering offer on CBP social channels as well as third party platforms.
- Identify potential volunteering awards (whole charity or individuals) and apply for these in order to celebrate team members and raise our profile.
- Network with other charity volunteer leads to identify collaboration opportunities and to learn from best practice
- Be a spokesperson for the charity with regards to our volunteering offer and experience.

