

Head of People

About Nightline

Nightlines are confidential and anonymous listening services run by students, for students. They provide peer-to-peer support at night when other services are often closed. Nightline services cover over 80 universities and colleges across the UK thanks to the efforts of over 2,500 trained student volunteers.

The Nightline Association is the umbrella charity that provides support, guidance and quality assurance for Nightline services across the UK. The Association is run almost entirely by volunteers whose energy, skills and passion are the driving force of supporting and developing the Nightline movement.

About the Role

Role type:	Voluntary role, travel expenses reimbursed
Role level:	Head of Department
Term:	Three years, with possibility to be extended
Location:	Remote, open to applicants resident in the United Kingdom, Channel Islands or the Isle of Man
Responsible for:	People Department
Accountable to:	CEO

The purpose of your role is to lead the People department, one of the Nightline Association's seven departments. Each department contains a number of volunteer teams, each led by a Team Lead.

The People department is responsible for, unsurprisingly, the people that make up the Nightline Association. This department sees volunteers, trustees, and staff through all stages of their Nightline journey - from recruitment and onboarding to exit procedure and feedback.

The purpose of each of the teams is outlined below:

- Recruitment Team: responsible for overseeing and managing the recruitment process for the Nightline Association's staff, volunteers, and trustees.
- Volunteer Development Team: responsible for guiding the development of the Nightline
 Association volunteer journey by creating effective and meaningful processes, promoting skill





building and personal growth, and helping create a supportive community that recognises the contribution of volunteers.

 Welfare Team: responsible for developing and implementing tools to support the welfare of both Nightline Association and Nightline volunteers.

As a Head of Department, you will be supported by our CEO, who will act as your main point of contact and line manager. You will also have access to the support of our other staff and Heads of Department.

Activities and Responsibilities

Department Management

- Strategically direct your department, in order to keep its goals and priorities in line with the strategy and plans of the Association.
- Oversee and monitor the delivery of all department projects and activities, ensuring these are meeting the Association's strategy, aims and plans.
- Approve documentation and products produced by your department.
- Line manage Team Leads in your department, including monthly one-to-one meetings.
- Support and supervise department volunteers to ensure they carry out their duties effectively by providing clear communication, support, motivation, facilitation, supervision and leadership.
- Assist with the recruitment of new volunteers within your department.
- Appoint temporary replacements for vacant volunteer roles in your department.
- Where necessary, apply the Association's disciplinary procedures, seeking support if needed.
- Exhibit and promote effective team working.
- Directly contribute to projects as appropriate to support the volunteer teams.
- Keep abreast of developments in your department's area of work in the charity context.

Communication

- Report on progress to the CEO and other Heads of Department, ensuring results are evaluated and evidenced.
- Communicate effectively and clearly with staff, volunteers, Trustees, Nightlines, and other Heads of Department with openness, respect and transparency.
- Build relationships and create links between departments and teams.
- Clearly set out the needs of your department at the charity management level.

Meetings & Events

- Organise and run online department meetings on a regular basis to discuss operational activities, plans and ensure oversight of department activity.
- Attend monthly online Heads of Department meetings to share ideas, information and tasks.
- Contribute to the planning and running of Association events and encourage volunteers to take part in these.

Governance & Accountability

 Attend a monthly one-to-one meeting with the CEO to update on progress, consider new projects, report risks, issues and budget requirements.



Head of People Role Description

- Where possible, arrange and attend meetings of the Council at least once per year
- Provide verbal and written updates and reports as required.
- Set, implement and follow suitable policies & procedures within your department, in line with the Association's wider policies, procedures and other governing documents.
- Authorise expenditure and expenses in line with your departmental budget and to the level agreed by the Trustees.
- Seek approval from the CEO, Trustees, a Trustee Committee or other departments/committees, when required.

Person Specification

	Essential	Desirable
Experience	Volunteer management and/or leadership	 Project management Prior experience with a Nightline service and/or the Nightline Association Prior experience of working in a People/Personnel/HR department
Competencies	 Highly developed organisational, planning, and communication skills Lead, motivate, and work as part of a multidisciplinary team Self-motivated with effective time management skills and delegation Personable, supportive, and approachable Capable of remote working effectively 	 Prioritisation across workstreams or tasks Effective management of remote teams
Knowledge	 Understanding of good practice in volunteer management Understanding of and commitment to the Association's values and to supporting and developing the Nightline community 	 Knowledge of Nightline Association and an understanding of our work Awareness of remote working tactics and strategies

Commitment

As a rough guide, we usually expect Heads of Department to commit to an average of 4 hours of volunteering per week. We always seek to promote a healthy balance with your other commitments, so volunteering can be flexible to suit your needs.

You are expected to attend online meetings roughly once a week, and to keep up to date with your emails and messages on Slack. The Nightline Association also has three away days each year which you are encouraged to attend when you can.





How to apply

Instead of collecting CVs, we ask all candidates to <u>complete the application form</u> on our website and the anonymous <u>equal opportunities monitoring form</u>. In your application we ask that you reflect on how you meet the person specification for the role and why you want to volunteer with the Nightline Association.

Anonymised applications will be shortlisted by a panel based on how well each applicant fits the person specification. We will contact you no more than 10 working days after the closing date to inform you whether you have been shortlisted for an interview.

Interviews are conducted over Google Meet (video call optional), usually in the evenings as the majority of our volunteers study/work in the daytime. Shortlisted candidates will be sent joining information and interview questions at least 30 minutes before the scheduled interview time.

For any queries about the recruitment process or requests for reasonable adjustments to support your application, please contact applications@nightline.ac.uk.