

# YOUR NEW ROLE AT THE TRUST



**START  
SOMETHING**

|                   |   |   |
|-------------------|---|---|
| <b>JOB TITLE:</b> | HR Volunteer Lifecycle Manager  | <b>PAY BAND:</b>  |
| <b>FUNCTION:</b>  | People & Learning   | Support<br>Delivering<br><b>Specialist/Managerial</b><br>Technical Lead/Function Head<br>Senior Leadership Team |
| <b>THE TEAM:</b>  | People & Learning ensure colleagues have the best possible experience during their time here and can do their best work for young people. We support with effective onboarding when people join, provide great learning opportunities and support with every other aspect of people management, including pay and reward, development, employee relations, talent, and recruitment. |   |












## WHERE YOU WILL FIT

|     |                               |                     |                                       |
|-----|-------------------------------|---------------------|---------------------------------------|
| CEO | Director of People & Learning | Head of HR Services | <b>HR Volunteer Lifecycle Manager</b> |
|-----|-------------------------------|---------------------|---------------------------------------|

## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

The Prince's Trust's community of colleagues and volunteers are critical to the positive impact we make to the lives of young people. People and Learning is focussed on delivering the right process, practices, development, and culture to create the environment by which every colleague and volunteer can do their best work for young people. It is essential that our support for the volunteer lifecycle, from on boarding through to off boarding, is robust, efficient and enables excellent management of volunteers – ultimately leading to the effective deployment of their work and an excellent volunteer experience.

## WHAT WILL YOU DO?

-  Responsible for the day-to-day management of the Volunteer HR Helpdesk and the timely processing of new volunteer vetting checks, aiming for a 4-week turnaround for completing these.
-  Responsible for the ongoing compliance of vetting checks for volunteers ensuring that all volunteers have a minimum basic level criminal record check or enhanced level check for regulated roles. Ensuring criminal record rechecks for regulated roles are completed every 3 years, in a timely manner prior to the expiry date.
-  Manage the end-to-end lifecycle of a volunteer from onboarding through to offboarding, working with volunteer managers to ensure processes are followed, data and position management is accurately maintained.
-  Be the first point of contact, providing HR support, for volunteer managers in the transactional management of volunteers on People Loop and Frontline.
-  Work across several stakeholders within Technology, Delivery, Fundraising and People and Learning to ensure our systems and processes within the management of the volunteer lifecycle support our overall strategy for the Trust.
-  Apply a continuous improvement mindset to the end-to-end volunteer lifecycle systems and processes to ensure a positive and productive volunteer experience enabling the Trust to meet its overall strategy. Project manage any larger scale improvements required.
-  Responsible for the compliance and governance of volunteer data enabling accurate reporting.
-  Act as a central link in the organisation to ensure the volunteer lifecycle and data remains in all strategic planning.
-  Working with the wider organisation, build a recognition plan for volunteers and continually review our benefits offering to volunteers (for example, EAP provider and lifestyle savings).
-  Identify and build the key performance indicators that will support the monitoring of the effectiveness of the volunteer lifecycle (this might include training completion, vetting, off boarding as well as softer measures around the volunteer experience).
-  Apply a strong understanding of data reporting across a wide number of areas, including diversity, absence, turnover to ensure that the approach underpins our ability to use data in the future to drive the strategic direction of the Trust's approach to volunteers.

# THE SKILLS YOU'LL BRING



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All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

## WE REALLY NEED YOU TO HAVE THESE

| Skills & Knowledge   | Why do we need this?   |
|--|--|
| Strong communication and collaborating skills.   | You will be required to work across a wide range of stakeholders, and it is essential to be able to adapt communication style accordingly. |
| Ability to build effective relationships with a variety of stakeholders across the organisation at all levels. | You will work across the organisation at all levels and will be required to build effective relationships.                                 |
| A knowledge and understanding of the volunteer lifecycle.  | It is essential that this knowledge is applied to ensure a high level of customer service.   |
| Project management skills.   | A project management approach is required to deliver in this role.   |
| Excellent planning and organisational skills.  | The transformation created by the role will require the ability to plan in detail, considering wider activity within the organisation.     |
| A strong understanding of SAP Success Factors (People Loop) and Frontline                                      | People Loop is our HRIS system and Frontline is our CRM system which links volunteers to delivery, these systems work together             |
| Deep understanding of the safeguarding environment and the criticality of the vetting process within this.     | Compliance with vetting processes is a key area that must be reflected within the transformation of the cycle.                             |
| Experience   | Why do we need this?   |
| Experience of project management.  | Project management is a core requirement in delivering the defined outcome for this role.  |
| Experience of using data to drive recommendations and decision making.   | The approach must enhance our ability to report on volunteer data.   |
| Experience in managing and maintaining people data   | You are responsible for all volunteer people data.   |
| Experience of building processes to achieve a wider outcome.   | Continuous improvement of processes and practice will form part of the role.   |

## WE WOULD LOVE IT IF YOU COULD DO THIS

| Skills & Knowledge  | Why do we need this?  |
|---|---|
| Able to persuade and influence stakeholders through relationships and matrix working rather than through line reporting.                      | This role is a standalone role and will need to be able to closely align with colleagues across the organisation without direct line control. |
| Knowledge of the youth sector and an understanding of the factors influencing charities involved in the delivery of services to young people. | This knowledge would be beneficial in developing an approach that meets the future needs of the Trust.  |






# WHAT DO WE EXPECT FROM YOU?



**START SOMETHING**

## OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

|  |   |  |   |   |
|--|---|--|---|---|
|  <p><b>Inspiring</b><br/>We lead by example</p> |  <p><b>Approachable</b><br/>We are open minded and value diversity</p> |  <p><b>Empowering</b><br/>We enable positive change</p> |  <p><b>Non-Judgemental</b><br/>We focus on the potential, not the past</p> |  <p><b>Passionate</b><br/>We are absolutely committed to supporting young people</p> |
|--|---|--|---|---|

Here at The Prince's Trust, we're committed to equality, diversity, and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity, and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBT Network). For more information, [click here](#).

## OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in at a specialist/managerial level, we would expect that you live these behaviours.

| Leading by Example   | Continuous Improvement   | Effective Communication   | One Team   | Delivering Results   |
|--|--|---|--|--|
| <p>You inspire others through passion for what we do<br/>You keep young people and our end goal in mind<br/><b>You build trust in others through reliability and holding self-accountable for success</b><br/>Resilient in the face of challenges, not taking constructive criticism personally<br/><b>You're authentic and bring unique talents to work, encouraging others to do the same</b><br/>You role model integrity and act according to our Values</p> | <p>You champion change initiatives and help others see the benefits and opportunities<br/>You take an entrepreneurial approach to improving how we do things<br/><b>You seek opportunities to enhance own development and build expertise</b><br/>You role model a positive and constructive approach to giving &amp; receiving feedback<br/><b>You support others in adapting to change</b></p> | <p>You're approachable, clear, and assertive<br/>You cascade important and relevant information to others clearly and swiftly<br/><b>You treat people as individuals, tailoring communication and influencing style accordingly</b><br/>You communicate difficult messages and challenge others' thinking effectively<br/><b>You listen to and empathise with others to understand the root of situations before responding</b></p> | <p>You role model effective and mutually supportive teamwork with colleagues<br/>You manage the expectations of others, gaining buy-in where required<br/><b>You share knowledge and information</b><br/>You build and invest in relationships across The Trust<br/><b>You use awareness of how your own team fits within the wider organisation to find solutions</b></p> | <p>You translate The Trust's long-term vision and strategy into actionable plans &amp; targets<br/>You take responsibility for making and implementing logical, data-based decisions<br/><b>You're flexible and responsive as priorities and requirements change</b><br/>You seek solutions and solve problems, empowering others to do the same</p> |

## THE WELFARE OF OUR YOUNG PEOPLE

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks in accordance with the Codes of Practice for all roles within the Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.