

Job Description

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| Job title | Volunteer & People Lead |
| Reports to: | Head of People |
| Job Band: | E |
| Location | Bluebell Wood Children's Hospice |

About us

Our Vision For every baby, child and young person with a life limiting condition to access specialist palliative care, where and when they need it.

Our Mission

Whether in the hospice, at home or in partnership with another provider in a different setting, babies, children and young people will experience the same high-quality palliative and end of life care, and beyond, alongside specialist family support.

Our Values

We have worked together to create a new set of values which represent our aims as an organisation and these align perfectly with our overall strategy, ensuring that every decision we make and every action we take is guided by these principles

 **We embrace individuality**
 **We are authentic**

 **We take responsibility**
 **We are purpose driven**

Job purpose

The People & Volunteer Lead plays a pivotal role in fostering a positive organisational culture and ensuring the effective engagement, delivery and development of both staff and volunteers. This position is responsible for leading all aspects of volunteering and allocated people activity including talent acquisition, reward & recognition, recruitment, onboarding, training, wellbeing, and retention. The successful candidate will work closely with the Head of People, as well as building relationships with key teams such as fundraising, facilities, care, communications. Operating as a business partner the role will deliver people projects to help shape and deliver the organisation's people strategy to create an incredible culture.

Key Responsibilities

- Plan and lead the delivery of specific people projects to enhance engagement, knowledge and support creating an incredible culture.
- Develop, manage and implement effective recruitment, recognition, induction, and retention strategies for volunteers with alignment to creating an incredible experience.
- Champion diversity, inclusion, and wellbeing initiatives across the organisation.
- Maintain accurate records and reporting for both people and volunteer activities.
- Analyse qualitative and quantitative data to review and improve the volunteering proposition for events and across the hospice.
- Operate as a business partner lead providing guidance and direction on volunteering and supporting key stakeholders with effective skills planning and development.
- Build and represent the organisation at external events and networks related to people and volunteering.
- Support and strengthen communications particularly for volunteers internally and externally.
- Develop effective methods for staff that guarantees effective supervision of volunteers within their areas, maintaining competent performance and effective working relationships.
- Be responsible for all volunteer management systems to main accuracy & compliance in accordance with the General Data Protection Regulations (GDPR), Code of Fundraising Practice and Care Quality Commission (CQC) requirements.
- Maintain an awareness of employment legislation and legal matters around the use of volunteers, implementing best practice.

QUALIFICATIONS / EXPERIENCE/SKILLS

Essential Criteria:

- Degree or equivalent experience in Human Resources, Volunteer Management, or related field.
- IT literate, able to use MS Word, Outlook, PowerPoint, Publisher and confident in using social media
- Able to demonstrate strong planning, and organisational skills to implement people projects on time.
- Experience of workforce / skills planning to support business planning.
- Demonstrates curiosity and proactively identifies opportunities to improve experiences and outcomes for stakeholders.
- Proven experience in HR or volunteer roles where you have led small teams.

- Demonstrable experience in Prioritising workload and managing conflicting demands.
- Understanding of HR, volunteer legislation and best practices.
- Commitment to equality, diversity, and inclusion.
- Ability to work independently with a track record of delivering training and development programmes.
- Excellent communication and interpersonal skills at all levels.
- Strong organisational and time management skills.
- Ability to work collaboratively & influence stakeholder groups.

Desirable Criteria

- CIPD qualification or similar professional accreditation.
- Project Management accreditation.
- Experience with people and volunteer management systems.
- Data analysis and reporting skills.
- Knowledge of safeguarding and GDPR requirements.

This job description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

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| Created by: | LC |
| Issued by: | LC |
| Version: | 1 |

| Job Description | |
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| Job Description briefing date and understood by Post Holder | |
| Name of Post Holder (<i>I confirm I have been briefed on the requirements of this Job Description and other related documents</i>) | |
| Signature of Post Holder (<i>I confirm I have been briefed on the requirements of this Job Description and other related documents</i>) | |

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| <p>Nominated Deputies - If this is a business continuity post at least one nominated deputy must be identified. The substantive post holder is responsible for copying and briefing the Nominated Deputy(ies) on this Job Description</p> | |
| Name of Nominated Deputy: | |
| Signature of Nominated Deputy <i>(As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job)</i> | |
| Date of briefing to nominated deputy | |