

## JOB DESCRIPTION

Job title:	Volunteering & Foster Caring Manager
Accountable to:	Head of People
Department:	People
Location:	London

### Context

Mayhew provides a range of animal welfare and veterinary services, in the UK and abroad. We offer expert veterinary care, rescue and rehoming, programmes in the community and guidance and support to improve the lives of dogs and cats in need.

We operate, in the main, from our historic building in London but also have operations in Georgia and Afghanistan. Our Volunteering and Foster Caring Manager is an integral part of our work to ensure dogs and cats in need receive the care, support and love they deserve.

### Job purpose/summary

At Mayhew, dogs and cats in need come through the doors of our shelter and community vet clinic in North West London every day. Being a community-based organisation with limited capacity and means, we thrive in large part because of the dedication, compassion and commitment for animal welfare that our c150 volunteers and foster carers bring to the Mayhew community. Some volunteers work directly with dogs and cats in our care, ensuring they are well looked after, while others work in teams across Mayhew, including in reception, fundraising, engagement, in our TheraPaws service and much more. However they apply their time and many skills at Mayhew, they are vital to our work to give dogs and cats in need the care, support and love they deserve.

This is a challenging climate for pet owners; we are contending with a significant increase in demand for all areas of our work. We can only rise to meet this challenge by cultivating and sustaining a diverse volunteer base, including of foster carer volunteers – they make it possible for us to scale our reach at pace so we can be there for many more dogs and cats who need us, and more pet owners who rely on our support.

Volunteering and Foster Caring Manager is a new role at Mayhew, reflective of the importance of volunteering and foster caring in our ability to deliver our onward strategy and direction. This is a highly visible and important role for Mayhew. The postholder will be working across all teams with staff and volunteers, supporters, partners and members of the public.

### Key relationships

- Head of People
- Head of Operations & Acting Head of Clinic
- Head of Kennels and Head of Cattery
- Dog and Cat Foster Coordinators
- Head of Engagement
- Communications & Campaigns Manager
- Fundraising Development Manager
- TheraPaws Coordinator

## **Main areas of responsibility**

### ***Volunteering leadership and management***

- Lead on developing our onward volunteering strategy and plan, increasing and maintaining a diverse pool of volunteers across Mayhew
- Lead on all aspects of the day-to-day recruitment, selection, induction, training, support, management and administration of a large team of volunteers and their activities, developing and inspiring them to give their skills and time to help us provide dogs and cats in need with the care, support and love they deserve
- Proactively collaborate with SMT and Line Managers to identify a wide range of volunteering opportunities that are realistic and attractive to potential volunteers whilst supporting operational objectives and create appropriate role descriptions
- Working with the Head of People and colleagues in the Engagement team, proactively implement campaigns across a range of channels to promote volunteering within Mayhew and externally, producing publicity materials and advertising specific roles to attract a diverse and sustainable volunteer base
- Serve as an authentic, resourceful, calm and professional leader and role model to our community of volunteers, responding appropriately to any concerns, risks and issues as they arise
- Support the Head of People in applying our commitment to diversity, equity, inclusion and belonging so that our volunteer workforce is reflective of the communities in which we operate, and ensure volunteers feel valued, accepted and respected at Mayhew
- Maintain a working knowledge of our portfolio of services and proactively identify further opportunities for volunteers to contribute to the difference we make for dogs and cats in need
- Collate and provide regular reports including quantitative and qualitative and leading and lagging measures
- Lead and develop an annual volunteer survey and make recommendations to SMT for implementation
- Ensure all volunteers are fully inducted and made aware of relevant Mayhew policies, procedures, data protection requirements, fire and health and safety procedures, carrying out periodic risk assessments
- Create, review, and update existing volunteer management policies, procedures and documents to ensure compliance with legal requirements and latest good practice guidance
- Re-develop and maintain the volunteer handbook and code of conduct
- Work collaboratively and supportively with Fundraising colleagues to deliver corporate volunteering days at the Home
- Contribute to the growth and development of Mayhew's volunteering offering by keeping up-to-date with emerging research, trends and good practice in volunteer management
- Provide leadership and support to selected Mayhew events, both on- and off-site, and attend larger events to support and coordinate volunteers
- Participate in press, marketing and promotional opportunities on an ad hoc basis, working across teams to engage all those across the Mayhew community in our work
- Lead presentations to partners, staff, volunteers and veterinary students
- Maintain accurate records about outputs and outcomes related to all aspects of volunteering at Mayhew
- Maintain and further develop our in-house volunteer database
- In the TheraPaws Coordinator's absence, for example during annual leave, support TheraPaws volunteers directly.

### ***Foster Caring leadership and management***

- Lead on developing our foster caring programme, increasing and maintaining a diverse pool of prospective foster carer volunteers
- Lead on all aspects of the day-to-day recruitment, selection and assessment of prospective foster carers, undertaking all appropriate checks and documentation and a full induction to Mayhew

- Collaborate with senior and line managers to understand emergent needs for foster carers and develop and support foster caring opportunities accordingly, ensuring individual foster carer volunteers have engaging and rewarding opportunities to support dogs and cats in need
- Liaise with the Head of Cattery and Head of Kennels to ensure they have all they need to be able to make timely assignment of dogs and cats to available foster carers, liaising with the dog and cat Foster Care Coordinators to ensure foster carers are well supported across their journey in helping us provide dogs and cats in need with temporary homes suited to their individual needs
- Proactively take opportunities to engage foster carer volunteers in other activities across Mayhew, including whilst they wait for an appropriate dog or cat to foster or when concluding or taking a break from recent fostering

***Support, training and guidance to staff managing volunteers***

- Develop and deliver periodic training for staff who manage and work with volunteers
- Work closely with staff to ensure correct procedures in volunteering management are followed at all times
- Encourage the adoption of a consistent approach to volunteer probation, supervision and support by all staff managing volunteers
- Source further role-specific training to aid the ongoing development of volunteers when required

***Volunteer engagement and communication***

- Using different channels, including in-person sessions and by attending events, maintain regular communication and engagement with volunteers so that they feel involved, are kept informed of our activities and are able to contribute and participate in our work
- Ensure individual volunteers, including foster carer volunteers, have engaging and rewarding roles suited to their individual skills, interests and time commitments and are well supported
- Lead on the design and delivery of reward and recognition activities to honour volunteers' contributions

**General**

In addition to the specific duties and responsibilities outlined in this job description, all Mayhew employees should be aware of their specific responsibilities towards the following:

- Mayhew is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Mayhew policies and procedures at all times
- Actively promote and support the safeguarding of dogs and cats in need, observing and adhering to values and policies on animal welfare
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

## PERSON SPECIFICATION – Volunteering and Foster Caring Manager

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> <li>• Knowledge of legal and policy issues relating to volunteering</li> <li>• Knowledge of current best practice in volunteer management</li> <li>• Knowledge of safeguarding and committed to follow Mayhew's safeguarding policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of current topics and issues in animal welfare</li> <li>• Knowledge of Investing in Volunteers (IiV) standards</li> <li>• ILM Level 3 Award in the Management of Volunteers</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Working in a volunteering management role in a charity or other organisation of comparable breadth and scope</li> <li>• Leading and living volunteer management best practice, including overseeing policies, procedures and guidance</li> <li>• Effective stakeholder management across a range of internal and external audiences</li> <li>• Identifying and managing reputational, operational and financial risks</li> <li>• Staff and volunteer recruitment and management</li> <li>• Designing and delivering volunteer management training</li> <li>• Owning and improving volunteering management processes</li> <li>• Motivating and developing volunteers, including conducting challenging conversations</li> <li>• Collating, synthesising and reporting on data and KPIs</li> </ul>	<ul style="list-style-type: none"> <li>• Working in an animal welfare organisation</li> <li>• Experience of working with foster carers</li> <li>• Use of social media and online platforms to promote volunteering</li> <li>• Development and delivery of presentations to external stakeholders</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>• Able to plan, prioritise and deliver a complex and changeable workload</li> <li>• Professional, friendly, calm and caring manner</li> <li>• Ability to communicate effectively and compellingly, both in writing and verbally, with a diverse range of audiences</li> <li>• Collegiate and co-operative approach, proactively supporting colleagues as needed</li> <li>• Conscientious and diligent, proactively identifying opportunities to improve our offer to volunteers and foster carer volunteers</li> <li>• Able to work well in a sometimes pressured and emotive environment, exercising sensitivity and tact</li> <li>• Able to work confidently and happily alone, with minimal supervision</li> <li>• Engaging presentation skills</li> <li>• Self-driven and resilient</li> <li>• Proficient in Microsoft 365, including Teams, SharePoint, Forms and OneDrive</li> <li>• IT literate with other relevant IT systems appropriate to the role</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to produce attractive and accessible marketing and publicity materials</li> <li>• Clean driving license and willingness to drive one of our animal ambulances from time to time</li> </ul>

**Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities**