



ARTHRITIS ACTION

Volunteering Manager **JOB DESCRIPTION**

Reporting to: Head of Services and Engagement

Head Office: 240 City Road, London, EC1V 2PR

Location: Home-Based in the Midlands with monthly travel to the London office.

Hours: Full-Time (37.5 hours per week).

Salary: £35,000 to £40,000 per year.

This is a permanent role offering an exciting opportunity to make a significant contribution during this period of organisational growth, with an ideal start date of November 2026.

About Arthritis Action

Arthritis Action is the UK charity giving hands-on, practical help to improve the quality of life of people affected by arthritis. We offer an integrated self-management approach, which looks at both the physical and mental health impact of living with arthritis. We support people living with musculoskeletal conditions through healthy eating advice, mental health resources, pain management techniques, Online Groups, employment support, and exercise advice and resources.

We are looking for an experienced Volunteering Manager, based in the Midlands, to lead the development of an exciting new volunteering programme, helping us build a diverse, inclusive and engaged volunteer community that brings our strategy to life.

The Role

The Volunteering Manager will lead the development, delivery and continuous improvement of volunteering within Arthritis Action. This is a new role responsible for ensuring that more people affected by arthritis across the country receive high-quality, evidence-based support and have meaningful opportunities to connect, participate and influence our work.

The postholder will oversee our volunteering activity, in turn enabling volunteers to extend our reach, strengthen communities and increase our impact across the region. The postholder will work closely with the Head of Services and Engagement to develop the relevant policies and strategies whilst also thinking about recruitment, onboarding, training and retention.

Key Responsibilities

Volunteering Development

- Develop a strong understanding of the volunteer journey, using insight, feedback and data to identify opportunities to improve engagement, satisfaction, retention and outcomes.
- Develop approaches to ensure volunteers can increase engagement amongst diverse and underserved communities.
- Implement effective monitoring and evaluation processes to demonstrate impact.
- Work with colleagues to identify opportunities to link volunteering and donor journeys.
- Establish effective onboarding, recruitment, training and retention processes.
- Update existing volunteering policies and strategy documents to bring them in line with practice for 2026 and beyond.
- Work alongside the CEO to support and develop our new Clinical Advisory Panel.

Engagement Building

- Develop and implement an engagement approach that strengthens relationships with existing and potential volunteers.
- Create meaningful opportunities for people with lived experience to volunteer with Arthritis Action.
- Work collaboratively with Communications and Fundraising colleagues to maximise awareness and impact.
- Build relationships with community partners and relevant external organisations to build the volunteering network.

Volunteering Strategy and Development

- Develop Arthritis Action's volunteer strategy with support from the Head of Services and Engagement, creating a sustainable model that supports organisational priorities.
- With support from the Head of Services and Engagement, establish appropriate volunteer policies, processes, safeguarding arrangements and systems.
- Work alongside staff to create volunteer led services.

Line Management

- Act as the first point of contact for volunteers.
- Responsibility for volunteers supporting the charity.

Data, Insight and Impact

- Use data, feedback and evaluation to understand the effectiveness and impact of our volunteering programme, identify opportunities for improvement, and enhance the experience and contribution of our volunteers.
- Report meaningful KPIs for volunteering and engagement, using the CRM.

Person Specification

Essential

Experience

- Experience of developing and establishing volunteering and volunteer led services within a charity, healthcare or related environment.
- Experience of developing and improving volunteering based on evidence, insight and user needs.
- Experience of engaging diverse communities, members, service users or people with lived experiences through volunteer led services and volunteering.
- Experience of developing partnerships and collaborative approaches.

Skills and Knowledge

- Excellent oral and written communication skills including the ability to write in Plain English.
- Excellent communication and relationship-building skills.
- Strong understanding of inclusion, accessibility and reducing health inequalities.
- Ability to use insight, data and evaluation to improve impact.

Attributes

- An understanding of, and commitment to, Arthritis Action's vision, mission, equal opportunities and diversity.
- A self-starter able to work on own initiative where required.
- Values-driven, collaborative and inclusive professional.
- Empathetic and committed to ensuring people's voices shape services.
- Able and willing to travel within the Midlands.

Desirable

- Experience of supporting people with long-term conditions.
- Experience using CRM systems and digital platforms to improve engagement.

How to apply

Applications should be in the form of a CV with a covering letter explaining your interest in and suitability for the role. Please provide both email and telephone contact information for yourself. Applications should be sent by email to minee@arthritisaction.org.uk. Candidates must be eligible to work in the UK. Please note that only short-listed candidates will be contacted.

Applications should be received by **11:59pm on Thursday 17th September 2026** at the latest. First-round interviews will take place by Zoom on Tuesday 22nd September 2026. Second-round interviews will take place in the London office on Monday 28th September 2026.

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert ahead of the deadline should we receive a sufficient number of applications.

Arthritis Action is an equal opportunities employer. We treat employees and job applicants in the same way regardless of age, disability, marital status, gender reassignment, race, colour, nationality, ethnic origin, sexual orientation, religion or belief.