JOB DESCRIPTION   Volunteer Development Assistant (0.4FTE) (Grade 2)

REPORTS TO   Volunteer Development Manager

LINE MANAGES   N/A

PURPOSE

To provide support to the Volunteer Development Manager in the recruitment, training and onboarding of Back Up's volunteers, specifically coordinating the calendar of volunteer training events ensuring that everything is in place for delivery of high-quality training, managing volunteer applications and enquiries and assisting across the wider team to fulfil volunteer requests.

VALUES

All roles at Back Up should reflect our core values:

We embrace challenge

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

RESPONSIBILITIES

Coordinate annual calendar of volunteer training events

- Work in partnership with the Volunteer Development Manager to understand volunteer recruitment needs across services and the wider team.
- Liaise with services teams to plan and develop the calendar of volunteer training events, both in person and virtual.
- Manage relationships with training venues ensuring desired dates are secured early in line with event requirements and budgets.
- Proactively research new training venues which meet accessibility requirements.
- Work with team members taking a lead on volunteer training delivery to ensure all training materials are up to date and relevant training packs/goodie boxes are distributed to trainees.
- Liaise with trainees to ensure confirmation paperwork is completed in a timely manner and needs relevant to training are met.
- Keep accurate records and maintain the volunteer training spreadsheet to ensure services teams are kept up to date with trainee information and any changes to event attendance.
- Circulate post-training communications to help ensure new volunteers are onboarded in a timely manner.
- Collect and distribute feedback from trainees to ensure quality of delivery is maintained to a high standard.
- Lead, sustain and develop strong and effective working relationships across the Back Up team.

Manage volunteer applications and requests

- Work with Volunteer Development Manager to ensure application form(s) are kept up to date and are easily accessible to prospective volunteers.
- Liaise with potential volunteers, providing triage, answering queries and providing information relating to roles which may be relevant and of interest to encourage applications.
- Maintain the applications spreadsheet ensuring swift distribution of applications to services teams and database records are kept up to date.
- Support the Volunteer Development Manager to identify areas of potential efficiency and improvement in working practices in the recruitment, training, and onboarding processes.
- Work across the wider team to understand and support volunteer requests, proactively approaching active volunteers with projects and opportunities for them to get involved.
- Coordinate volunteer request opportunities with volunteers and volunteer managers to ensure requests are fulfilled to raise awareness of Back Up's services.

Other duties and responsibilities

- Maintaining accurate records on the database, adhering to all relevant policies and procedures
- Be a 'Data Champion', leading by example on the importance of good data practice and hygiene.
- Work as a team, consulting with others to ensure you give and receive high quality support
- Other duties as required by the Volunteer Development Manager

KEY RELATIONSHIPS

The post holder will be required to proactively and reactively engage with staff, volunteers and people affected by spinal cord injury, including but not limited to;

- Back Up Services staff and volunteers
- Back Up Fundraising staff and volunteers
- Back Up Communications staff
- Back Up's Senior Management Team
- Service delivery, operational and/or corporate partners as required

PERSON SPECIFICATION

Requirements

- Work flexibly within a team and communicate well with other colleagues, ensuring transparency and accountability in their work and that colleagues, including volunteer managers, are briefed on potential issues.
- Taking a proactive approach to problem solving
- Appreciate and learn from others to inform your work

The postholder will need to be highly organised in relation to event coordination and in time management, with excellent attention to detail and ability to adapt to changing event requirements.

The postholder is specifically required to work in a proactive manner, identifying problems and proposing solutions and alternative courses of action whilst promoting Back Up's values at all times.

The postholder will be required to:
- To use Back Up's electronic communications systems, database, spreadsheets, word processing packages and templates competently and promote good data management practices.
- Adhere to risk and safeguarding management plans and ensure service procedures for managing risk are followed, seeking appropriate advice and authorisation from managers where required.

Essential Requirements

- Excellent skills in the use of MS Office365 suite of products
- Relevant qualifications and training – or demonstrable experience relating to the role responsibilities.
- Knowledge acquired through experience or training.
- Commitment to continued professional development.

Skills and Abilities

- Exceptional skill and confidence in the use of a range of computer software and database solutions.
- Willingness to learn and explore new ways of working to promote efficiency.
- Ability to build constructive positive relationships with both external and internal contacts to achieve results.
- High level of interpersonal skills, tact and diplomacy to relate positively to stakeholders and promote good relationships.
- Excellent planning skills and disciplines
- Ability to communicate confidently with people at all levels
- Ability to represent Back Up appropriately to service users, senior managers and members across partner agencies

Experience:

- Demonstrated experience in the management and coordination of tasks and events.
- Experience of managing a workload with competing demands.
- Experience in managing projects (desirable)
- Personal experience of spinal cord injuries and the issues surrounding them (desirable).

Knowledge of:

- Working practices and the ongoing challenges facing the voluntary sector (desirable)
- Spinal cord injury or physical disabilities (desirable)