Job Description

Post	People Experience Business Partner (Volunteering) (permanent, full-time)
Job Ref	0/16
Location	Edinburgh / Hybrid (Minimum 4 days per month in office)
Department	People and Culture
Reporting to	Director of People and Culture
Responsible for	This post has no direct reports

Job Summary

This is a unique opportunity to lead the transformation of Myeloma UK's people volunteering experience, shaping how we attract, engage, develop and retain our volunteer community and more integrating this into our wider people and culture agenda. This isn't your typical People Experience or Volunteering leader role.

Working across the organisation, you will co-design and implement a modern volunteer experience that reflects our People & Culture strategy objectives while meeting the needs of our diverse volunteer community. Working closely with senior leaders, volunteer managers and other colleagues across the organisation, you'll create a consistent, inclusive and engaging volunteer journey, from DEI&B, attraction and recruitment through to onboarding, development, recognition and retention.

This is primarily a transformational role. Around 75% of your time will be dedicated to designing, leading and embedding a new people volunteering experience, while approximately 25% will focus on coordinating key volunteering processes and activities that support an excellent volunteer experience.

Alongside leading this transformation, you'll champion best practice, lead our volunteer framework design and provide expert advice that strengthens volunteering across the organisation.

This role is ideal for someone who enjoys combining strategic thinking with hands-on delivery and who wants to create lasting organisational impact for both our volunteers and the people affected by myeloma.

For the right person, there is genuine opportunity over time to broaden the role into the wider People & Culture remit. However, during the first 18 months, the focus will be on transforming and embedding an outstanding people volunteering experience. This role will give great grounding and deeper insight to our organisation.

Key Deliverables

1. Main duties and responsibilities

Lead the transformation of our volunteering offer

- Work with key stakeholders to identify opportunities for volunteering throughout the organisation
- Co-design and implement a new people volunteer engagement strategy
- Create a people volunteer lifecycle aligned with organisational values and strategic priorities
- Develop scalable approaches that improve volunteer attraction, engagement, development and retention
- Identify opportunities to continuously enhance the volunteer experience through innovation and best practice
- Identify and create frameworks to create great volunteering opportunities for our community

Lead organisational change and engage stakeholders

- Work collaboratively with senior leaders and volunteer managers to embed new ways of working
- Build trusted relationships across the organisation, influencing and supporting others through change
- Facilitate workshops, gather insight and co-create solutions with colleagues and volunteers
- Present recommendations, progress and outcomes to senior leadership teams

Deliver volunteering excellence

- Lead Myeloma UK's Investors in Volunteers accreditation
- Embed volunteering within the wider People & Culture agenda
- Promote continuous improvement by sharing external insight and best practice
- Ensure our volunteering offer reflects our organisational values and supports an inclusive culture

Measure impact

- Develop meaningful measures of volunteer engagement and effectiveness
- Use data, insight and feedback to inform decisions and continuous improvement
- Evaluate outcomes and report progress to senior stakeholders

Provide people experience expertise

- Act as the organisation's People & Culture lead for our people volunteering agenda
- Provide expert advice and guidance to managers on volunteering best practice
- Support governance, safeguarding and compliance relating to volunteering

Coordinate volunteering operations (approximately 25% of the role)

- Manage key volunteer administration and annual volunteering activities
- Support volunteer communications, recognition initiatives and engagement activities
- Ensure volunteer records, governance processes and documentation are maintained effectively
- Led on In-office volunteering that enables volunteers and managers to have a positive and consistent experience
- Take a leading role within our safeguarding reference group, in particular for our volunteer community

2. General

Continuous improvement, developing skills, adhering to organisational quality standards, and teamwork underpin all roles at Myeloma UK.

General responsibilities include:

- Be attentive to and implement organisation brand and style guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Act as a source of information and support to colleagues throughout the organisation

- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

- This role will require some essential travel throughout the UK; therefore, the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required. Occasional evening and weekend work may be required for attending events and meeting supporters

- Undertake such work as may be appropriate to the post

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

Person Specification

Area	Essential	Desirable
Experience and Education	• Experience as a Head of Volunteering, Senior Volunteer Manager, People Experience Partner or HR/People & Culture Business Partner • Experience leading organisational change, transformation or significant people-focused projects • Experience designing and implementing people frameworks or engagement initiatives. • Experience of influencing and working collaboratively with senior stakeholders • An understanding of the charity or voluntary sector • An understanding of the unique relationship between an organisation and volunteers	• Experience with CRM systems i.e. Raisers Edge • CIPD qualification (Level 5 or above)
Skills	• Demonstrate success in building effective relationships • Organisational skills, with the ability to balance strategic priorities alongside operational coordination • Strong stakeholder management and influencing skills • Comfortable working strategically while delivering practical, sustainable solutions • Excellent communication, facilitation and presentation skills.	• Project management • Digital systems awareness • Microsoft Teams fluency

	• A compassionate and emotionally intelligent approach, building trusted relationships through empathy, authenticity and respect • Passionate about creating exceptional people experiences and making a positive difference for other	
Personal	• Able to work at pace and cut through current ways of working to find practical solutions • Digitally curious about new ways of working • Able to balance kindness with accountability, bringing people with you while delivering meaningful change at pace • Have a growth mindset and wants to grow	• Digitally confident

Terms and Conditions

Post	People Experience Business Partner (Volunteering) (permanent, full-time)
Salary	£40,000 - £45,000
Probation period	Three months
Hours of work	The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme, and details will be provided by the Head of HR and Operations. The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.
Holidays	Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays.
Pension scheme	Myeloma UK complies with its auto-enrolment obligations and offers a 7% pension contribution to all staff.
Premises	Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG.