



ADCH

Association of Dogs and Cats Homes

RECRUITMENT PACK

Volunteer Manager

A Charitable Incorporated Organisation
Registered in England and Wales, 1180574

www.adch.org.uk



About Us:

Established in 1985, the Association of Dogs and Cats Homes (ADCH) is the leading representative charity for dog and cat rescue and rehoming organisations across the UK, Ireland, Isle of Man, and the Channel Islands. ADCH promotes the safeguarding of welfare standards for dogs and cats needing new homes and supports those working and volunteering in the sector

At the heart of ADCH is a strong collaborative ethos. With over 160 member organisations, all of which are registered charities, we unite organisations of all sizes – large and small; embracing over 45,000 staff and volunteers, all dedicated to working together for Dogs and Cats. A key part of this ethos is the peer network ADCH nurtures, where members connect, exchange ideas, share knowledge and resources, and offer mutual support. Through this network, organisations are able to address common challenges, collaborate on solutions, and strengthen their collective impact on animal welfare.

Who We Are Looking For

We are seeking an enthusiastic Volunteer Manager to join our small, collaborative team. You will be a proactive, organised individual with experience of working with volunteers and a talent for building strong relationships. This role is ideal for someone who thrives on variety and is committed to enhancing the experience and contributions of volunteers.

As Volunteer Manager, you will oversee all aspects of volunteer management, including recruitment, training, development of new volunteer projects, and ongoing support. You will be willing to develop and deliver training programmes yourself where needed and identify and support volunteers to take on roles such as trainers and facilitators. A key focus will be ensuring volunteers are well-prepared and integrated into ADCH activities.

As part of a small team, you will need to be hands-on and flexible, taking on a variety of tasks and supporting organisational events and projects. With occasional travel and overnight stays required, this role suits someone adaptable, resourceful, and ready to make a meaningful impact.

If you are an innovative and driven individual ready to embrace this challenging and rewarding role, we'd love to hear from you!

This is a 12-month fixed-term position, with the potential for extension subject to securing further funding.

Application details

Closing Date: Monday, 13th January 2025, 5pm.

Interviews: Tuesday 21 January 2025 at Birmingham Dogs Home, Solihull.

If you do not hear from us within 5 days of the closing date, please assume you were unsuccessful on this occasion. Please note that we reserve the right to close this post early, should we receive a high volume of applications.

Further details about the role, including key responsibilities and criteria, can be found in the job description within below. Please ensure you review this pack carefully before beginning your application.

Apply via our website <https://adch.org.uk/jobs/adch-volunteer-manager>

This role is made possible thanks to support from Pets Foundation.

Job Description: Volunteer Manager

Dept/Team: ADCH	Location: Home-based role with travel required, including visits to ADCH members' animal rescue and rehoming facilities, as well as attending meetings and events. Occasional overnight stays will be required
Hours: 35 per week	
Responsible To: ADCH Executive Director	Duration: 12-month fixed-term position, with the potential for extension subject to securing further funding
Works With/Key Contacts: Volunteers, Members, Executive Director, Board of Trustees, ADCH Committees, ADCH Team, Funders	Responsible For: ADCH Volunteers
	Salary £31,000

Main Purpose of the Role

Responsible for operational aspects of Volunteer management, overseeing the recruitment, training, development and support of volunteers, and their integration into ADCH activities. This role involves developing communication and engagement strategies, support volunteers in assisting members, and collaborating with stakeholders to align volunteer initiatives with the charity's strategic objectives. Working as part of a small staff team.

Responsibilities/Objectives

Volunteer Management

- Oversee the recruitment, training, and ongoing support of volunteers.
- Implement induction and develop ongoing training for new and existing volunteers, ensuring access to appropriate policies, procedures, and SOPs.
- Develop and implement strategies for volunteer engagement, retention, and recognition.
- Ensure volunteers are effectively integrated into ADCH activities and support networks and encouraging participation in activities and events.
- Actively engage and communicate with volunteers through a range of methods, from informal conversations to organised approaches such as newsletters and listening events.
- Providing support and oversight to volunteer trainers and facilitators, ensuring they have the resources and guidance needed to deliver effective training and development programs for new and existing volunteers
- Monitor and report the effectiveness of interventions, utilising CRM systems to record information and generate reports.
- Maintain and update volunteer administration policies and procedures, ensuring compliance with best practices and legal requirements.
- Assist with other administrative and work within the Association as required from time-to-time (particularly the annual conference and other events), working collaboratively in a small team.
- Collaborate with the Executive Director, Board of Trustees, and ADCH Committees to align volunteer initiatives with the charity's strategic objectives.
- Prepare reports and updates on volunteer activities and project outcomes for the Board of Trustees, committees, funders, and stakeholders.

Specialist Volunteer Roles Development

- Recruit and train Peer Mentors and Volunteer Advisors to provide targeted support and guidance to staff and volunteers in member organisations.
- Monitor and evaluate the impact of these specialist roles on improving operational standards and volunteer effectiveness, working closely with ADCH's Standards and Operations Officer to monitor action plans.

Volunteer Regional Coordinators

- Establish and support volunteer regional coordinators (VRC's) to facilitate groups providing a peer network for staff and volunteers in dog and cat homes.
- Support regional volunteer coordinators in encouraging volunteer leadership to organise meetings, fostering participation and promoting a member-led approach.
- Work with VRC's to develop joint training sessions,
- Support VRC's to access and embrace local support initiatives,
- Monitor the effectiveness of regional groups from, gathering member feedback for continuous improvement to the Member Engagement Committee.

Volunteer Assessors

- Working with ADCH's Standards and Operations Officer, liaise with Members and volunteer Assessors to coordinate assessments. Assessments are conducted against ADCH Minimum Welfare & Operational Standards, which form the basis of Membership, and decisions on admission of new Members.
- Provide specific support to ADCH Assessors (onsite or remotely) as part of their training and provide shadowing opportunities for new and trainee ADCH Assessors.
- Contribute to the long-term development of strategies aimed at improving the assessment process.
- Keep well-informed on legal requirements and changes to ADCH standards

Other

- Communicate with a wide range of people at all levels internally and externally.
- Support the team's efforts in the delivery of the ADCH Strategic Plan.
- Promote and uphold the charity's Mission, Vision, Values, and a commitment to equality, diversity, and inclusion in all aspects of work
- Act as an ambassador promoting ADCH and its value to the sector, including meetings and events with relevant stakeholders.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

Person Specification

Essential

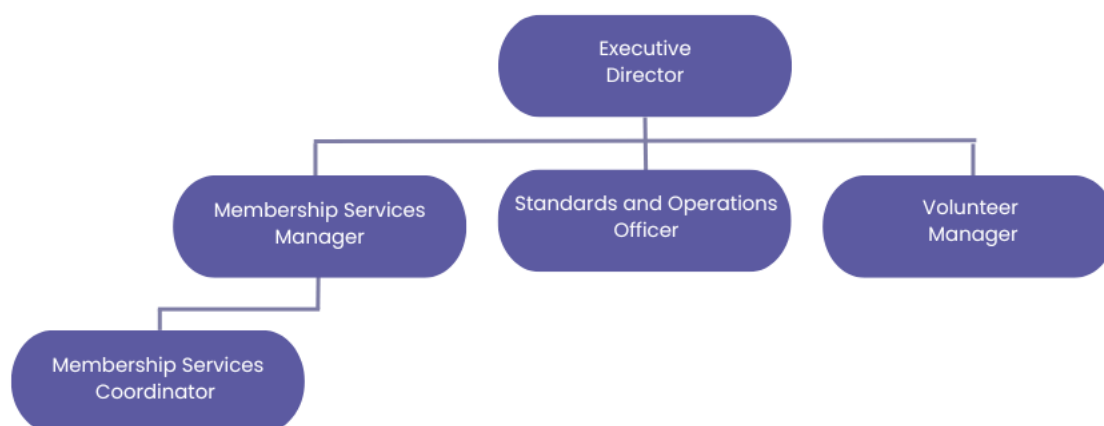
Strong experience of engaging, building and managing relationships with volunteers, recognising their needs and constraints
Proven ability to manage projects and design programmes/activities that effectively support learner development
Experience of producing meaningful written and verbal updates, such as formal reports and/or presentations.
Experience of starting initiatives from scratch, such as projects or training, often with limited resources
IT literate with MS Office and web-based databases and platforms
Current Full UK Driving Licence, access to a vehicle and willingness to travel.

Desirable

It would also be great (but not essential) if you had:

Experience of working with animals, and knowledge of animal welfare.
Experience of supporting Committees
Experience of managing teams remotely at a National level
Experience of risk management
Basic website content management or a willingness to develop this skill
IT administration i.e. CRM database, WordPress and form building experience, or a willingness to develop this skill

Position in the Team



Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to ADCH, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Pension Scheme

Our group personal pension scheme is available to all members of staff. New staff will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% staff contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, the organisation will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Your Contribution	Employer Contribution	Total Contribution
2.67%	5.33%	8%
3%	6%	9%
5%	10%	15%

Annual Leave

Staff are entitled to 28 days annual leave (pro-rata for part time staff and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

Health Cash Plan

We offer a healthcare cash plan free of charge to all staff, using a provider called Simply Health. This cash plan enables staff to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

Life Insurance

All staff are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the staff's salary in cases of death whilst in employment.

Discounted Pet Insurance

We offer staff a 20% discount off the cost of Petplan insurance.



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