



**WORKING
WITH US
APPLICATION
PACK**

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WELCOME FROM GUY HOLLOWAY, CEO



Thank you for your interest in working with us. This is a special and unique charity with a distinctive vision, talented staff and a huge number of passionate volunteers. Our beneficiaries are at the heart of what we do and we are proud that we help so many young people and seafarers to seize a better future.

This is an exciting time for Marine Society & Sea Cadets (MSSC). We have a clear vision and strategy driving us forward. We're ambitious in our plans to maximise our impact and we will continue to evolve as a charity to make sure we achieve our goals.

Our values play a key part in determining our ways of working. We want employees who are passionate about what we do and recognise the significant impact we can have on our cadets and seafarers lives. We want employees who are driven to succeed and who want to work in line with our values to change lives.

I hope after reading through this application you'll see what an incredible charity MSSC is and you will be inspired to apply.

We look forward to receiving your application and hopefully welcoming you into our charity in the future.

Kind regards

Guy Holloway, CEO

WHAT WE DO AND OUR IMPACT

We help to launch resilient young people who can cope with the world as it is today, and we support people who work at sea to take advantage of professional opportunities.

With a history stretching back to 1756, MSSC was formed in 2004 by the merger of Sea Cadets and Marine Society charities. Both helped young people to achieve more and make a life for themselves, often in very difficult times.

SEA CADETS is a national youth charity providing a unique mix of non-formal education and exciting challenges to help launch young people for life – whatever their backgrounds. Thanks to the dedication and expertise of 9,000 volunteers, we help 14,000 cadets to fulfil their potential in 400 units across the UK. We're committed to growing our offer so that every young person can be positively impacted by Sea Cadets and gain the skills and confidence they need to thrive into adulthood and beyond.

Our **Vision** for Sea Cadets is:
“Every young person launched for life.”

We seek to achieve this Vision through our **Mission**:
“Inspiring young people to achieve their potential through challenge and nautical adventure guided by the customs and traditions of today’s Royal Navy.”

MARINE SOCIETY offers a range of apprenticeships and courses that build vital experience and deliver a range of practical and transferrable skills – all backed by our bursaries, mentoring schemes and library services. Thanks to the learning opportunities we facilitate, the seafarers we work with are able to adapt and thrive in a rapidly changing world – whether they chose to progress at sea or return to shore.

Our **Vision** for Marine Society is:
“Every current and future seafarer and maritime professional skilled for life.”

We seek to achieve this Vision through our **Mission**:
“Enabling current and future seafarers and maritime professionals to realise their potential through learning and career development.”



OUR VALUES

We are driven by what we do and the impact we have. We are proud of our work, approaching it with positivity, energy and enthusiasm as we lay the foundations for more inspiring futures.

Our shared values and ways of working are summarised below and guide us as we work together to achieve our goals for those we support and to create a truly inclusive culture. Our work on Equity, Diversity and Inclusion (EDI) forms a critical element of our Future Ready Strategy and is entwined in all we do. We expect all our cadets, volunteers, employees and trustees to behave in line with our EDI policy and our values.



We put our beneficiaries first and pull together to achieve our shared goals.



We are inclusive, considerate and professional.



We are committed to the charity's goals and to work creatively to find solutions.



We are open, honest and treat everyone fairly.



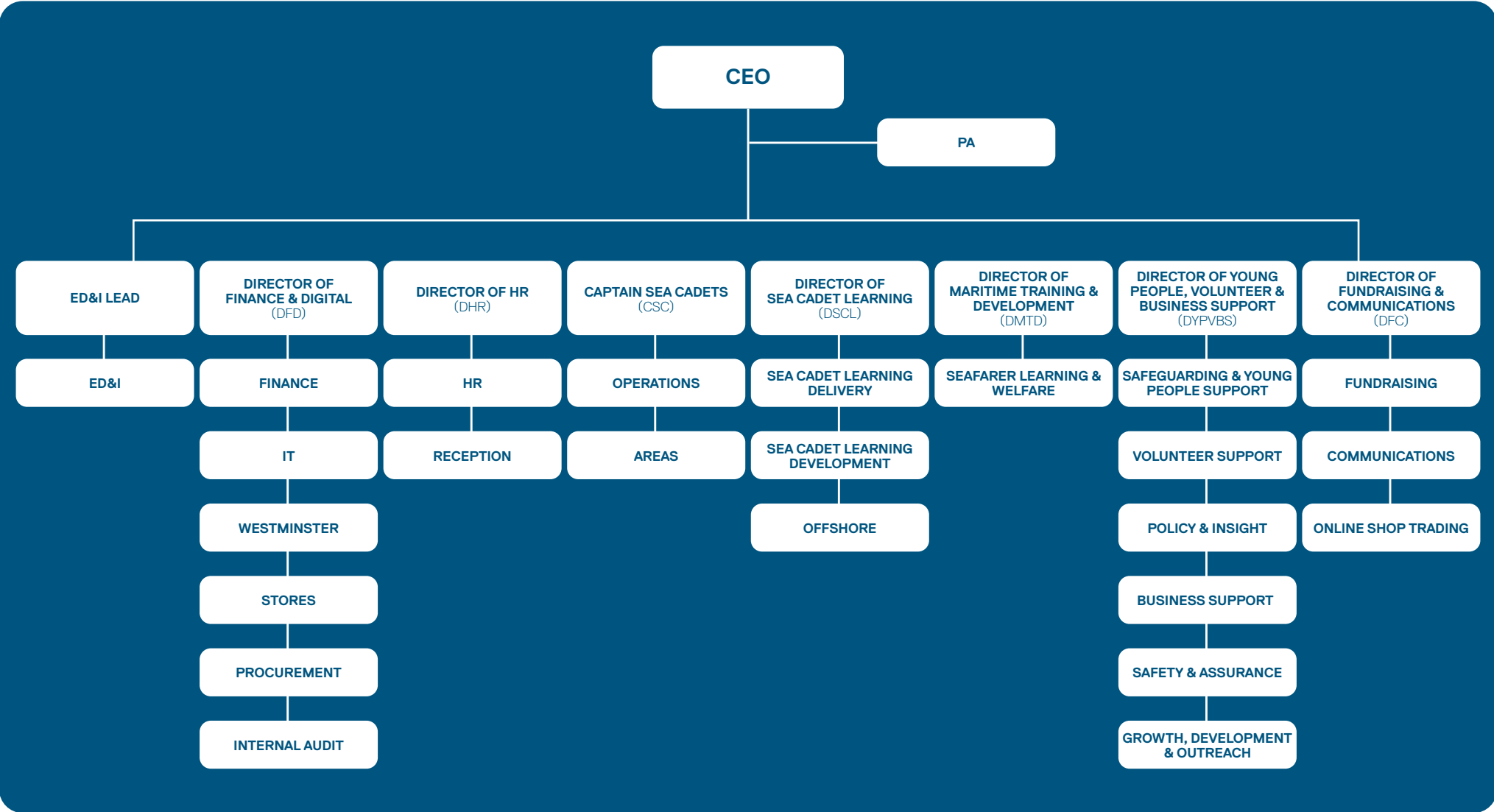
We are focussed and structured in our work to achieve the best possible outcomes.



We do what we know is right and support others to do the same.

OUR ORGANISATIONAL STRUCTURE

We employ around 190 full time equivalent employees geographically spread across the UK. Our national office is located at 200b Lambeth Road in London where around 75 employees work including our Chief Executive and the Senior Management Team. The Senior Management Team is our Chief Executive and seven directors including the Captain of the Sea Cadet Corps.



Job description

Job Title: Volunteer Support Officer
Line Manager: Volunteer Support Manager
Location: MSSC National Support Centre, 200b Lambeth Road, London SE1 7JY

CONTEXT

The Marine Society & Sea Cadets (MSSC) is a vibrant and growing charity delivering life changing nautical adventure for young people through the Sea Cadets to give them the best possible head start in life. We also provide personal and professional development opportunities for seafarers with the Marine Society. Working with our staff, cadets and volunteers, we have built a vision and strategy to take us forward and further improve the astounding contribution already made through our work to the lives of thousands of young people and seafarers, while fully supporting our volunteers who are vital to our success.

OUR VISION:

To be the leading maritime charity for youth development and lifelong learning.

FOR THE MARINE SOCIETY IN PARTICULAR

To give the best possible lifelong learning opportunities to seafarers tailored to their individual needs.

FOR SEA CADETS IN PARTICULAR

To give young people the best possible head start in life through nautical adventure and fun.

OUR VALUES

Respect, Loyalty, Self-Discipline, Commitment, Courage, Honesty & Integrity

PURPOSE OF THE ROLE

This role plays a vital part in supporting the smooth and safe onboarding of adult volunteers within Sea Cadets. As a key member of the Volunteer Support Team, you will ensure that all administrative processes are completed. You will act as a first point of contact for volunteer enquiries, maintain high-quality records throughout volunteers' membership, maintaining MSSC's commitment to safer recruitment and compliance.

KEY RESPONSIBILITIES

The following is a list of the key responsibilities of the Volunteer Support Officer but it is not exhaustive:

- Support the processing of adult volunteer applications to join Sea Cadets, ensuring all personnel records are accurately updated on the CRM system.
- Review and approve volunteer references in line with MSSC's Safer Recruitment Policy.
- Administer the enhanced disclosure process, acting as an MSSC countersignatory.
- Process grants and claims relating to volunteer uniform allowances.
- Review and submit applications for UKSV Security Clearances and MOD 90 ID Cards.
- Respond to all Volunteer Support enquiries received by MSSC via email, post, and phone.

Job description

OTHER DUTIES

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that level.

As part of the initial induction in order to get to know the Sea Cadets, the post holder will be encouraged to assist as a volunteer with evening activities within a local unit (details to be agreed) for a period of one month within the first year of employment.

All employees are expected to take responsibility and comply with the MSSC's policies, procedures and training requirements, particularly in relation to safeguarding, health and safety, data protection and equality, diversity and inclusion. All employees must be familiar with and comply with all aspects MSSC policies.

OUR COMMITMENT

We recognise our responsibilities to safeguard and protecting the young people and vulnerable adults with whom we work. We do all we can to promote their health, safety and wellbeing, and we ask our staff to share this commitment and work in line with our values and ethos of inclusivity. We adhere to safer recruitment practices and therefore employment is subject to detailed pre-employment checks for successful candidates, including references and Disclosure checks and attendance at relevant safeguarding training.

Person specification

Volunteer Support Officer

| Essential | Desirable |
|--|--|
| Experience/work-based knowledge and qualifications | |
| Experience working in a customer-focused role, handling a wide range of enquiries by phone and email, including challenging conversations. | Experience of database inputting, record maintenance, and data management. |
| Excellent IT proficiency, particularly in Microsoft Excel and Outlook. | Experience working with volunteers. |
| Experience using data protection procedures and handling confidential information appropriately. | |
| Experience organising own workload and managing deadlines effectively. | |
| Core Competencies | |
| Strong communication and interpersonal skills, with the ability to draft clear and appropriate correspondence and email responses. | |
| Confident and effective telephone communication skills | |
| Ability to work unsupervised, use initiative, and take responsibility for tasks. | |
| Strong computer literacy, including Microsoft Word, Excel, email, internet, and web-based information systems. | |
| Excellent organisational skills with the ability to prioritise effectively. | |
| Adaptable and flexible approach to work. | |
| High level of attention to detail. | |
| Ability to foster and maintain positive working relationships with colleagues and external contacts. | |
| Personal Characteristics | |
| Customer focussed, empathetic and supportive | |
| Dynamic, enthusiastic and proactive | |
| Tactful, discreet and diplomatic | |
| Demonstrates honesty and integrity | |

Employment details

| | |
|---|---|
| Location: | MSSC National Support Centre, 200b Lambeth Road, London, SE1 7JY |
| Salary: | £27,300 gross per annum |
| Contract: | 35 hours per week |
| Hours of Work: | Core working hours will be 9:00am - 5:00pm, Monday – Friday with one hour for lunch, unpaid. Any other such occasional hours as the role demands. |
| Probationary period: | Three months |
| Notice: | One month |
| Notice during Probationary Period: | Two weeks |
| Annual Leave: | 25 working days pro rata of paid holiday per annum, plus public and bank holidays observed in England and Wales, increasing to 29 days after two years' service. |
| Training: | We value our employees and are committed to providing relevant training opportunities where possible. |
| Flexible Working: | We offer flexible working, with an option to flex start and leaving times and offer a hybrid working approach whereby employees can choose to work remotely for up to 3 days a week if they wish. The office team day for the Volunteer Support Team is Monday. |

BENEFITS

We really value our employees and the contribution they make to the charity, therefore we offer a wide range of benefits to support and recognise our employees.

PENSION SCHEME

All eligible employees are able to join our generous salary sacrifice pension scheme with Aviva. This plan allows employees to contribute a minimum of 3% of their salary. If employees contribute at this rate, MSSC will contribute 5%. However, if employees increase their contribution to 5%, MSSC will contribute 10%.

LIFE ASSURANCE

All employees enrolled in the Pension Scheme will automatically be enrolled in MSSC's Life Insurance scheme, which pays out a lump sum of four times employee's salary if required.

EMPLOYEE ASSISTANCE PROGRAMME

We provide a programme offered by Health Assured to help support employee's personal wellbeing. This offers a free confidential telephone counselling service, which is available 24 hours per day, 365 days a year.

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SEASON TICKET LOANS

All permanent employees outside of probation or those on a contract of at least one year can apply for an interest free loan for an annual season ticket. This is deducted from the employee's monthly payroll spread across the year.

MARINE SOCIETY DIGITAL LIBRARY

We are thrilled to provide our employees with free access to a diverse collection of resources available through our Marine Society Digital Library. This includes online access to ebooks and emagazines and audiobooks. Dive into a wealth of literature at your fingertips!

PRIVATE MEDICAL INSURANCE

All employees outside of their probationary period are eligible to join MSSC's Health Insurance scheme with AXA PPP (formerly Simply Health). This is a taxable benefit, but it is free to employees. Employees can also add members of your family (spouse, partner, and children) to the scheme at a competitive rate.

EYE CARE

For employees who regularly use a computer monitor or any other form of Display Screen Equipment, we give contributions towards eye tests and glasses.

CYCLE TO WORK

Cycling can help us keep fit, spend more time outdoors and help support with our mental health, which is why we are so pleased to add this to our list of benefits, and to support you with your wellbeing journey. All permanent employees outside of probation or those on a contract of at least one year can apply for an interest free loan.

