



## Job Description

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

### Section 1 - Job Details

<b>Job title</b>	Senior Volunteering Learning and Development Officer
<b>Directorate area</b>	Services and Support
<b>Department/Team</b>	Volunteering and Community Networks
<b>Reports to</b>	Volunteer Engagement and Communications Manager
<b>Direct reports</b>	N/A
<b>Job Location</b>	Office based in London with flexibility to work remotely
Contracted hours are agreed locally with line managers	

### Section 2 - Job Purpose

To design, implement, and evaluate effective learning solutions for over 3,000 volunteers and volunteer managers, with a key focus on supporting the successful rollout of our new Volunteer Management System, Assemble.

This role will ensure that all volunteers and managers are fully trained and equipped to use Assemble, fostering a culture of continuous learning and development within the volunteer community, while enhancing the efficiency and impact of volunteer management across the organization.

### Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Activity
1	Develop and update learning solutions, including e-learning, for volunteers and volunteer managers
2	Work with colleagues to develop and facilitate a suite of support for volunteers during the launch of our new Volunteer Management System.
3	Review and evaluate our learning and development on offer with volunteers and staff, and update and adapt as necessary
4	Provide support and advice to staff and volunteers on all areas of learning and development for volunteers
5	Review and update existing e-learning packages in light of the launch of Assemble, working with training champions to update course content

#### Section 4 – Dimension of the role

Resources	Responsible for managing the organisation’s e-learning authoring tool
Staff/Volunteers	No people management responsibility but expected to work closely with volunteers to produce content, and support and train other team members as required
Budget	None
Key relationships	<ul style="list-style-type: none"> <li>• The Volunteering and Community Networks Team</li> <li>• The HR and Organisational Development Team</li> <li>• Organisational stakeholders and business owners</li> <li>• Digital team</li> <li>• Staff and volunteers across the UK who work with volunteers</li> <li>• Volunteers</li> <li>• People affected by MS</li> <li>• Volunteer-involving organisations, such as external charities</li> <li>• Umbrella bodies such as the Association of Volunteer Managers and NCVO</li> </ul>
ISO	Responsibility for undertaking relevant actions and responsibilities according to the role assigned within ISO

#### Section 5 – Key deliverables

	Measures of success
1	Our volunteers feel supported and confident in accessing and using Assemble
2	The training and support we provide to our volunteers is accurate and up to date
3	Staff and volunteers who manage volunteers understand their role and responsibilities

#### Section 6 – Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	3		X		X
Open to change and innovation	2	X		X	
Sound decisions	2		X	X	
Collaborative working	3				X
Effective communication	3			X	X
Outcome focussed	2	X			X
Inclusivity	3				X
Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	
5	<b>Strategic</b> – Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents

	the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	<p><b>Expert/ Recognised authority</b> - Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.</p> <p>Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.</p>
3	<p><b>Complex</b> - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.</p>
2	<p><b>Enhanced</b> - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process.</p> <p>Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.</p>
1	<p><b>Foundation</b> - roles make an individual contribution to the MS Society with no process or line management responsibility.</p> <p>Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.</p>

### Section 7 - Learning & Development requirements

<b>Foundation (mandatory)</b>	<ul style="list-style-type: none"> <li>• Relevant professional experience, which demonstrates equivalent academic skills.</li> <li>• Evidence of continuous professional development.</li> </ul>
<b>Additional internal learning or courses required for role</b>	
<b>Other professional training or qualification required</b>	

**Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)**

*Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.*

*There should be no more than 7 shortlisting criteria.*

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>	<b>Tested*</b>
Experience and excellent working knowledge of volunteering and volunteer management and leadership best practice.	X		A
Experience of developing and co-producing learning solutions, including eLearning resources and online events and activities, for volunteers who may have a range of barriers to participation and support needs.	X		A
Experience of working with a virtual learning environment and or learning management system.	X		A
Excellent presentation, facilitation and learning and development delivery skills.	X		A
Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.	X		A
Ability to communicate complex information concisely, in a way that is easy to understand and engaging.	X		A
Excellent IT skills, including the use of Microsoft Office and the proven ability to gain competence in new systems and tools.	X		A
Experience of rolling out new learning solutions at scale, to geographically dispersed individuals, and of providing technical support to ensure training can be undertaken, if necessary.		X	I
Experience of working across different locations across the UK, with dispersed teams of staff and volunteers.		X	P
Project management skills, able to plan and deliver projects on time and within budget.		X	I
Solutions-focused, able to act on own initiative and approach complex problems with a "can-do" attitude collaboratively.		X	I
Excellent interpersonal skills, able to influence and persuade a wide range of stakeholders and to form good working relationships with a wide range of groups and individuals, internally and externally.		X	I, T
A good understanding of modern learning and development theories, approaches and methods.		X	I
Good diagnostic skills, able to ask relevant questions and identify appropriate responses to identified learning and development needs.		X	T, P

High degree of accuracy and attention to detail		X	P
Good organisational and workload management skills.		X	I, P

\*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

### Section 9 – Additional Information and Requirements

<b>Confidentiality</b>	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation and requirements.
<b>Equality, diversity and inclusion</b>	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.</p>
<b>Health and safety</b>	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
<b>Safeguarding</b>	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
<b>Digital, data and Technology</b>	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
<b>Key contacts and relationships</b>	<p>Volunteers</p> <p>Volunteer Managers (staff and volunteers)</p> <p>Key subject matter experts</p> <p>Digital team</p>
<b>Unusual specific physical or mental demands associated with the role</b>	None
<b>Travel requirements</b>	None
<b>Unsocial hours</b>	Occasional evening work to deliver training to volunteers

Last updated (9 September 2024)