

Job title:	Support Group Events Officer (part time)
Location:	Head Office, London SE1, (with flexibility for homeworking)
Department:	HR (with close links to Care, Campaigns & Support)
Reporting to:	Volunteer Engagement Manager
Salary:	£25,000 per year (pro rata for 18 hours per week)

Background

Do you have the skills to organise support group events for our community? Do you have a passion for organising virtual and live events and want the opportunity to work closely with our team at MDUK, key speakers and volunteers?

Our Muscle Group meetings provide a warm, friendly space for people affected by muscle-wasting and weakening conditions to meet with others in their local area. The groups meet either in person or on Zoom; three meetings per year are held in each of the 14 regions. Muscle Group meetings are a relaxed, confidential forum for people to ask questions, share experiences and learn from guest speakers. They should be fully accessible to all, including family, friends, and carers of those living with conditions.

You will lead on the organisation of these meetings and management of the volunteers who chair them, ensuring throughout that meetings meet the needs of our community.

You will also support the Volunteer Engagement Manager to ensure that volunteers across the organisation are recruited, trained and managed effectively. Here at MDUK, it's important that all our volunteers are supported in their roles – this includes an induction process that sets clear expectations and provides the training and resources they need, regular open communication with employees, and opportunities for peer-to-peer volunteer support. Team members will work with volunteers to ensure we're making the best use of their skills and experience and that they get the most they can from their role.

Main tasks and responsibilities:

1. Managing the co-ordination and management of regional support meetings and their volunteer chairs

- Managing the organisation of our regional support meetings known as Muscle Groups which are predominantly chaired by volunteers. This will include booking venues and catering, organising and hosting Zoom meetings, booking guest speakers, writing invite and reminder emails, working with the Marketing team to promote meetings, hosting meetings where there is no existing chair, collecting and recording data on meeting attendees, responding to feedback from meeting attendees to ensure we are meeting the needs of the community
- Ensuring all volunteers leading Muscle Groups receive high quality ongoing support to complete their role, and ensure all volunteers act in accordance with our policies and procedures, particularly around safeguarding.
- Recruiting and onboarding new volunteers to chair groups which currently are not led by a volunteer
- Working with the Volunteer Engagement Manager to develop strategies to increase numbers at meetings where attendance is typically lower

2. Support staff in all teams to recruit, train and manage volunteers, and ensure that volunteers receive ongoing training

- Work with teams across the charity to advertise volunteering opportunities and to ensure new volunteers are onboarded successfully
- Responding to new volunteer applications and direct them to the correct member of staff
- Work with the Volunteer Engagement Manager to ensure the data we hold on volunteers remains accurate and up-to-date

Ensuring volunteers receive ongoing training both through our online platform and otherwise; this includes training on data protection and safeguarding

3. Work closely with volunteers and staff across the charity to ensure volunteers are supported, celebrated and rewarded

- Assist in the moderation of the closed Facebook group for volunteers and provide regular avenues for volunteer celebration and engagement such as socials and profiles on our social media and other communications to supporters
- Surveying volunteers and offering opportunities for them to feedback about their experiences of volunteering with MDUK

4. Governance: policies, procedures and processes

- Assisting the Volunteer Engagement Manager to keep existing processes updated and maintain an understanding of sector best practice to inform our policies, procedures and processes; communicating any updates to staff
- Use our database to ensure additional data is stored on volunteers; monitoring systems to capture information on the database and conduct regular ongoing monitoring of, and reporting on, all services delivered by volunteers

Other:

- To behave in accordance with the Charity's values at all times
- To prepare progress reports for line manager and others as agreed
- To attend monthly supervision sessions, team and project meetings as required
- To undertake any other such tasks as requested by the line manager

Person Specification

Experience	
Experience of training and/or group facilitation and public speaking	Desirable
Experience of working in partnership with other groups	Desirable
Experience of event organisation	Essential
Experience of engaging with donors	Desirable
Experience of working with and supporting volunteers	Essential
Knowledge of Data Protection, safeguarding and also relevant aspects of Health & Safety legislation	Essential
Personal qualities and knowledge	
Understanding of the issues and the needs of people with disabilities	Essential
Leadership – The ability to set instructions whilst empowering others to accomplish tasks. Demonstrates flexibility by adopting a management style to the given situation.	Desirable
Organisational skills – The ability to manage your own time and tasks effectively. Taking an approach that is results orientated and systematic making you personally effective in managing own workload complying with set in-house policies, legislations, etc.	Essential
Planning – The ability to develop and implement clear and robust plans for self and others to follow.	Essential
Ownership and accountability – The ability to accept responsibility for own area of work, identifying critical elements and working in a pro-active/solution focused way	Essential
Team work – The ability to recognise different directorates and departments at Muscular Dystrophy UK are all part of the same team. Recognises the role of stakeholders in delivering own work and involves appropriately and recognises own responsibility to supporting others	Essential
Communications – The ability to represent Muscular Dystrophy UK effectively and professionally. Produces clear and effective communications appropriate to the audience, utilising the most appropriate channel and in keeping with brand guidelines.	Essential
Self-Development – The ability to constantly challenge and improve self and others demonstrating ambition for self and charity to achieve goals.	Essential
The ability to work effectively with volunteers and supporters to deliver the charity's goals. Recognises the value and contribution of volunteers and supporters – empowers others through provision of support, coaching and training.	Essential
Details	
Hours – 18 per week	
Holidays – 25 days (pro rata)	
Travel is required around the country to support groups	
Evening and weekend activities involved – time off in lieu to be taken	