

Job Description

Job Role	Volunteer Programmes Manager
Reports To	Head of Delivery
Direct Reports	1x assistant/coordinator
Location	Hybrid between home and the charity's head office in Victoria, London. This role requires you at times to be working on-site delivering volunteering projects across London.
Work Pattern	Part time, 21 hours. Open to flexible working arrangements, however this role may require some delivery of volunteer projects across London which can mean 8am starts and finishes after 5pm.
Term	Fixed term contract for 12 months, with potential for extension
Salary	£32,000 - £35,000 FTE (dependant on experience) per annum <i>pro rata</i>
Eligibility	All applicants must have the legal right to work in the UK

ABOUT US

The Childhood Trust is London's child poverty charity. Children growing up in poverty face multiple and complex challenges which limits their potential and development, leading to poor health and life chances in adulthood. Our work is focused on supporting the 700,000 children living in poverty in London.

Our volunteer programmes provide immediate, practical support to children in local communities across London, with the support of over 100 volunteers from our corporate partners annually. There is growing demand from both communities who need our support and from corporate volunteers who want to give their time to make a difference. We are therefore looking for an enthusiastic and driven Volunteer Programmes Manager to help us to grow our corporate volunteering.

Our Volunteer Programmes

Decorate A Child's Life (DACL) is The Childhood Trust's housing support programme that redecorates bedrooms for children in poverty, as well as the local youth centres that disadvantaged children depend on for support.

Our Adventure Play Partnership (APP), in collaboration with London Play Design, brings together large groups of volunteers to help build, repair, and maintain London's iconic adventure playgrounds, which are at the heart of many children's communities.

We couldn't run these programmes without the support of our corporate partners, whose employees donate their time to make a difference for children experiencing poverty and the communities they live in.

ROLE DESCRIPTION

Job Summary:

The Childhood Trust's volunteering programmes are a vital part of our work. Not only do they deliver direct support to children living in poverty and the communities that support them across London, they help us to engage our corporate partners in making a real, tangible difference. Our corporate partners represent many major UK businesses across a number of sectors, and together they raise vital funding for our work. Employees from our corporate partners also donate their time, to ensure the delivery of our volunteer programmes. DACL and APP are an essential part of the experience for businesses partnering with the charity.

As Volunteer Programmes Manager, you'll be responsible for managing the successful delivery of projects in the DACL and APP volunteering programmes. Your role will include managing the day-to-day operations for Volunteer Programmes, oversight of programme coordination, reviewing and updating procedures on a rolling basis and keeping good records, including financial monitoring and impact data for regular reporting. This role may at times include attending site visits to scope projects, and leading and supervising groups of volunteers during project installations.

You will work closely with fundraising colleagues to match partners/corporate volunteer groups to projects, and from time to time you'll contribute to scoping new opportunities to adapt our offer for potential partnership pitches. Our Corporate Partnerships Manager will be a key colleague, as you'll work together to plan and organise volunteering opportunities and to plan and implement a high-quality volunteer experience that ultimately helps the charity to secure income generation corporate partnerships. You'll need to take a lead role in monitoring and reporting on progress, including the expenditure budget for project delivery, the level of delivery and the capturing of feedback from both beneficiaries and volunteers.

Join us and you'll be part of a friendly, fast paced and flexible team that are deeply passionate about the work they do and the difference they make for children experiencing poverty in London.

Key Duties & Responsibilities:

Day-to-day running of the Trust's volunteer programmes including:

- Maintaining project budgets and recording cost breakdowns.
- Ensuring referral partners and programme stakeholders receive a high-quality end-to-end service and timely responses to enquiries.
- Project co-ordination and liaison with suppliers, designers, families, social workers, and referral partners.
- Responding to referrals and prioritising based on the programme's aims and capacity.
- When necessary, conduct site visits to family homes and youth/community centres prior to project delivery (this will require travel within London).
- ensuring compliance with the Trust's safeguarding and health and safety policies and procedures.
- Keeping the volunteer programmes tracking system up to date with project details and delivery statuses.
- Updating programme forms, paperwork and records using systems such as JotForm, Salesforce and Microsoft applications.
- When necessary, managing volunteer groups on project delivery days, including carrying out practical tasks such as painting, furniture building
- Delivering high quality project outcomes

Impact, Monitoring and Evaluation:

- Responsibility for volunteer programmes data collection; sending out and chasing up the programme feedback forms, conducting interviews with families, referral partners and corporates.
- Contributing to the review and evaluation of volunteer programmes using data collected to inform future decision-making.
- Taking photos and videos at projects.

Communications:

- Maintaining strong lines of communication with The Childhood Trust's Corporate Partnerships Manager, ensuring they have all relevant project information.

- Maintaining internal communications by regularly liaising with other teams within The Childhood Trust sharing information about the Trust's volunteer programmes as needed.
- Producing and maintaining volunteer programme comms materials and Childhood Trust website copy.

PERSON PROFILE

Person Specification:

To succeed in this role, you will:

- Have outstanding organisation skills, administration and workload management; the process is very deadline-oriented and there are often multiple tasks to juggle at the same time.
- Have excellent relationship management skills; you'll be managing and coordinating project delivery with colleagues and external stakeholders including social services, corporate partners and delivery agencies, so quality relationship management and clear communication is a must.
- Have a proven track record of building successful partnerships and/or relationships at various levels, developed ideally through practical programme or partnership delivery.
- Demonstrable knowledge of volunteer management best practice, ideally having established and maintain systems for the management of projects and people.
- Have ability and the drive to work independently and show initiative; this role requires you to oversee the programme management as well as lead the delivery of projects on-site and lead volunteers to complete projects.
- Practical skills to deliver projects, including painting and furniture building, or a keen interest in and desire to learn these skills.
- Carry out risk assessments and have a basic knowledge of safeguarding.
- Be tech-savvy and confident using desktop research methods, a CRM system and Microsoft Office applications.

Additional and desirable skills and experience include:

- Experience using and developing Salesforce
- An understanding or lived experience of poverty, the challenges facing children living in poverty and successful interventions /support available.
- An understanding of corporate volunteering programmes and their role in supporting corporate partnership fundraising

GENERAL

This job description is not designed to be a complete and exhaustive list of all required duties/tasks. All employees are expected to carry out any reasonable request from management to support business needs. Job Descriptions are subject to change from time to time.

APPLICATION INSTRUCTIONS

Apply by submitting a CV with a cover statement (maximum 2-sides) through the quick apply function on Charity Jobs. Your statement should address the following:

1. Your motivation and passion to work at The Childhood Trust, why you are interested in this role and our organisation.
2. How your experience, skills and knowledge demonstrate your ability to succeed in this role.

Closing date for applications: Tuesday 7th May 2024 at midday

SAFEGUARDING

The Childhood Trust has a child-centred policy that safeguards the welfare of all children, young people, and other people at risk. Our safeguarding policy is designed to protect people from all

forms of abuse. Please note that the successful candidate will undergo reference checks and a DBS check prior to starting employment.

EQUAL OPPORTUNITIES

The Childhood Trust is an equal opportunity employer. We do not discriminate on the basis of age, gender, health, sexuality, class, family status, means, ability, colour, ethnic origin, culture, religion or belief. Our goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. All employment is decided on the basis of experience, merit, and business need. We encourage applications from people of all backgrounds and abilities.