



RECRUITMENT STATEMENT

Doorstep Library is committed to safeguarding and promoting the welfare of children, young people, and all those it comes into contact with. All employees undergo rigorous safer recruitment processes including specified interview questions, a DBS check, and the collection of written and/or verbal references. Safeguarding training is a mandatory part of the induction process for all employees, and employees are expected to always adhere to our safeguarding policies and procedures.

ABOUT US

Doorstep Library is a community-focused literacy charity dedicated to bringing the magic of books and the joy of reading directly into the homes of children who need our support. With one in four 11-year-olds leaving primary school unable to read or write properly, we recruit and train home and online reading volunteers to go into disadvantaged areas of London to help introduce young children (aged 0-11 years) to the pleasure and benefits of reading.

Our unique home-based service, whether in person or online, enables us to find the most appropriate books for every child we visit and build a relationship with the whole family. Our goal is to help children develop the self-confidence and essential skills they need to access all the opportunities that will come their way in life.

We encourage parents/carers to participate during visits and our projects not only improve literacy but also increase family wellbeing and bonding. Our tailored service enables us to help prepare children for school and broaden their opportunities in later life.

Our impact is long-lasting. For us, the 'happy ever after' is when we know the power of literacy and the joy of reading are helping a child change their own story for good. Every story shared is a story changed.

JOB SUMMARY

Job Title: Volunteer Engagement Manager
Contract Type: Full Time Permanent
Hours per week: 35 excluding breaks
Working pattern: Mon-Fri, with occasional evenings/weekend for volunteer training/engagement
Main Location: Hybrid home/office (Victoria, London)
Reports to: Head of Delivery & Engagement
Direct Reports: Volunteer Coordinator (FT); Volunteer Support Officer (1 day per week, term time only)
Annual Salary: £36,400 per annum

Full Time Annual Leave Allowance: 25 days per annum (plus 3 mandatory days between Christmas and new year), plus bank holidays
Pension Contributions: 6% (based on a 2% minimum employee contribution)
Additional Benefits: flexible working, employee assistance programme, employee benefit scheme

JOB PURPOSE
<ul style="list-style-type: none"> • To be responsible for the recruitment and retention of Doorstep Library volunteers for home and online reading projects, ensuring they are fully trained and vetted and able to deliver our reading projects in accordance with our policies • To devise and deliver a volunteer recruitment and retention strategy to ensure Doorstep Library has sufficient volunteers to deliver it targets • To actively manage and develop the volunteer journey to ensure that our volunteers’ time is maximised and that they have a fulfilling and rewarding volunteer experience • To line manage the Volunteer Coordinator and matrix manage the Volunteer Support Officer

ABOUT THE ROLE
<p>We are looking for an experienced and dynamic volunteer manager with the skills, confidence and ability to build, maintain and report upon a diverse and committed volunteer cohort to deliver our home and online reading sessions. You will be a passionate advocate for children’s literacy and a creative thinker, able to spot and develop opportunities for engagement in local communities and with corporate partners.</p> <p>An excellent communicator verbally and in writing, you will be able to tell the Doorstep Library story to a wide variety of audiences and promote the benefits of volunteering with us. You will build upon existing work to create and deliver a volunteer recruitment strategy that meets our requirements and enables us to deliver our targets and grow our services.</p> <p>In return, we offer a varied role in a small friendly team, with an exciting blend of strategy and delivery which you can shape and make your own; a flexible approach; and training and development opportunities.</p>

MAIN RESPONSIBILITIES & DUTIES
<p>STRATEGIC</p> <ul style="list-style-type: none"> • Work under the guidance of the Head of Delivery & Engagement to design, implement and be responsible for the Volunteering Strategy - to recruit, train and retain enough volunteers to meet our delivery targets and grow our services • Collaborate with the Service Delivery Manager and the Marketing & Communications Manager to identify delivery gaps across boroughs and create targeted recruitment campaigns • Work with the Fundraising team to develop and manage corporate volunteering from/with income partnerships • Research and reach out to community events/groups to raise awareness about Doorstep Library in the areas we operate in • Manage the Volunteer Committee – coordinating and enlisting volunteer involvement as required, delivering outcomes

- Have overall responsibility for the evaluation and development of training and guidance resources for volunteers
- Diversify the volunteer offer and establish/develop supporting partnerships with schools and corporates
- Provide quarterly volunteering reports for SMT, the CEO and the Board of Trustees
- Keep abreast of current developments in the volunteering sector, ensuring our volunteering offer is up to date
- Lead on the development and systematic review of volunteer related policies, processes and procedures.
- Where requested by the Senior Management Team, contribute to the review of wider Doorstep Library policies, processes and procedures.
- Adhere to Doorstep Library policies, processes and procedures in all aspects of volunteer management

DELIVERY

(with the support of the Volunteer Coordinator and Volunteer Support Officer)

- Manage the successful and timely completion of the volunteer onboarding process, including interviews, DBS checks, references and liaising effectively with the delivery team on volunteer trials and appropriate placement across our projects
- Create, deliver and systematically review volunteer training (initial and refresher) ensuring content is up to date and all volunteers are fully trained in delivery and safeguarding in line with Doorstep Library's policies
- Develop and manage the stewardship of volunteers on an ongoing basis and retain comprehensive oversight of all volunteers throughout their volunteering journey
- Curate, with the Marketing & Communications Manager, regular content and communications about our volunteering offer (i.e. case studies, blogs, newsletters etc.)
- Oversee the functionality of the relevant parts of the Volunteer Database (managed by an external company) suggesting improvements/developments where necessary
- Ensure the database is kept up to date with required information about all volunteers
- Work with the Marketing & Communications Manager to ensure our website volunteering pages and 'Volunteers' Area' are up to date with relevant content
- Collaborate effectively with the Service Delivery Manager to ensure project volunteering needs are met
- Ensure effective communication with the Service Delivery Team on volunteer issues

HR AND LINE MANAGEMENT

- Direct Line Management responsibility for the Volunteer Coordinator (full time) and matrix managed responsibility of an existing member of staff (Volunteer Support Officer) working one day a week with the volunteer team

PERSON SPECIFICATION	
	Essential Criteria
1.	Demonstrable experience of recruiting and managing volunteers
2.	Excellent communication skills with the ability to communicate effectively in writing and in person on a variety of platforms and to a wide range of audiences
3.	Strong presenting skills, able to tailor talks/presentations to different groups of different sizes and backgrounds
4.	Demonstrable experience of building and stewarding relationships/partnerships
5.	Able to manage and interpret large amounts of (largely numerical) data
6.	Able to produce clear written reports
7.	Effective and willing collaborator, able to work with other colleagues in other teams to achieve shared objectives
8.	Able to manage own time and well-being effectively, ensuring targets/objectives are met while work/life balance is effective
9.	Ability to see the bigger picture and translate thoughts and ideas into strategic plans
10.	Ability to think laterally and creatively to recruit volunteers in a competitive volunteering landscape
11	Line management experience
	Desirable Criteria
1.	Familiarity with databases, analysing data and running reports