



Role Description

Volunteer Manager - Cumbria

About Camp Jojo

Camp Jojo runs accessible camping for families with children with complex disabilities. Each camp involves a small community of 60-65 people, a beautiful and dedicated farm site, a small army of volunteers, and a lot of specialist disability equipment - all supporting the families. Families coming to the camps have been extremely positive about what it offers them - access to an experience that they cannot ordinarily access, despite it being a common family experience for other families. We have wanted to scale up our delivery year on year, as demand is so great, holding 7 camps this summer, and allowing more families to experience camping accessibility. We continue to be very heavily oversubscribed.

Camp Jojo is currently a small/medium sized charity with a committed team of Trustees, advisors, self-employed contractors and volunteers. However, it is growing; and this post is a chance to contribute to a dynamic organisation, and work towards growth in a supportive environment.

About the role

The charity is currently in transition. Over the first 8 years it has worked from one established site in Mersea, Essex; but we are now opening a second site (Nag's Head Farm) near Appleby in Cumbria.

The role of Volunteer manager (Nags Head Farm) is to provide the management and administration of the key Volunteer sector of Camp Jojo, and to offer administrative support and feedback to members of the Camp Jojo Board in this regard. The Volunteer manager will be responsible for successful initial contact, recruitment, communication with and administration of volunteer for the Nag's Head Farm camps, through to their successful placement at camp. They will also work closely with the Operations Manager: Families and Site Ops. (Nags Head Farm). They will be guided in their role with the existing managers at Ivy Farm, Mersea, Essex.

The primary task of the Volunteer manager (Nag's Head Farm) will be to oversee the whole process of Volunteer applications to camps at Nag's Head Farm, and to maintain and develop databases in support of this. They will be the contact point for information and support throughout the Nag's Head Farm volunteers' pathway with Camp Jojo. In addition, they will attend & minute meetings which concern volunteer management, etc. They may need to work flexibly; the demands will be seasonal, with many more hours

needed through spring and summer than autumn and winter. They will also need to be present for the first day of the camps during the summer, which are mostly during the school holidays.

The Volunteer manager (Nag's Head Farm) will have a varied and sometimes high-paced job environment. As such, they will need to handle multiple tasks, manage their own time well, and interact professionally with the Camp Jojo community.

Main Working Contacts

- Reports to the Program Manager
- The Chair and Trustees of Camp Jojo Board
- Camp Jojo staff/contractors
- External bodies as appropriate for the effective purpose of the role
- Camp Jojo volunteers

Essential Skills & Experience

- High level of written and verbal competence.
- Excellent communication skills.
- Good emotional intelligence in dealing with people.
- Problem solving skills.
- Excellent IT skills, including Microsoft 365, Outlook, Teams, Excel, Word, SharePoint and OneDrive.
- Experience using CRM systems and maintaining accurate databases.
- Ability to prioritise workload and work independently.
- Excellent attention to detail and accuracy.
- Strong time-management skills
- Ability to manage confidential information appropriately.
- Strong organisational skills.
- A professional and friendly demeanor and a sense of humour are essential for this post! We are a very people focused charity dealing with amazing families who love our work.

Desirable Skills & Experience

- Experience with Beacon CRM software would be an advantage, though not essential as training will be provided.
- Previous experience in the volunteer sector is highly desirable.
- Previous lived experience, or learned experience working with families or children with complex needs is also highly beneficial.

Location

This is a largely a remote role, although the position does require attendance at specific Trustee and Committee meetings (some in person, others via video conferencing), as well as being available to attend the first day of each of the camps. This year we are running 3 camps in Cumbria.

Applicants should normally live within approximately one hour of Appleby-in-Westmorland, or be able to travel there regularly, as attendance at camps and occasional meetings is essential.

This position will meet with the Volunteer Manager, Ivy Farm (Essex), the Trustee responsible for Volunteers, and to other members of the Team as necessary.

Flexibility is therefore essential.

Compensation and Hours

The post will be offered on a Service Contract basis, at a maximum of 20 hours per week, for a 3-month trial period. Starting hourly pay will be £17.50 per hour, depending on experience. Following the trial period, subsequent hours will be reviewed according to the charity's needs and the contractor's charges. The workload is seasonal, with maximum workload being required during the spring and summer - in preparation for, and during camps. It may be that fewer hours are needed for some periods, and more during May and June for example, so 20 hours is an average workload.

Contractors are expected to provide their own suitable laptop, internet connection and home working environment.

Responsibilities

Volunteer Processes

- Recruit new volunteers, liaising with Comms and Volunteer Committees as necessary to accomplish this. This is an area which needs new ideas, as Nags Head Farm is a new venture for the charity.
- Receive all applications from Volunteers and acknowledge their receipt.
- Maintain records of applications, request outstanding information and maintain accurate volunteer records, using the CRM system.
- Organise interviews for new volunteers, liaising with the Volunteer Selection Managers, and taking part in the interviews with one or other of the selection managers; this will necessarily involve some evening hours.
- Obtain and follow-up 2 references per volunteer.
- Work through the DBS application process for all volunteers who require it.
- Coordinate the DBS and safer recruitment process for volunteers requiring checks.
- Provide subsets of spreadsheets to Operations Manager (Nags Head Farm)/Program Manager/Board/Camp Leaders/Committee Chairs/Site Managers/Catering Manager etc. as requested
- Facilitate online Safeguarding training, in consultation with Volunteer Manager Ivy Farm, and maintain training records for volunteers.
- Arrange for delivery of safeguarding training at each camp.
- Facilitate online training sessions for new volunteers about Camp Jojo and its values and culture, in consultation with Volunteer manger Ivy Farm.
- Maintain safeguarding training records and monitor compliance.
- Respond to volunteer enquiries in a timely manner.
- Prepare and maintain volunteer recruitment information such as job descriptions and volunteer process flow chart and information bulletins leading up to camps, in consultation with volunteer

manger Ivy Farm.

- Update necessary forms such as Photography consent, Confidentiality agreement and Volunteer agreement. Send out these forms to volunteers prior to camp and ensure receipt of signed forms prior to camps attended.
- Update the volunteer handbook and send out to volunteers prior to camp.
- Prepare volunteer materials for camp such as photos, badges, registers, dietary needs information etc.
- Liaise with Site Manager at Ivy Farm, regarding equipment needed for volunteers set up and monitor Volunteer WhatsApp groups for each camp.
- Provide well-being follow-up after camps for volunteers, checking with them if they feel they need support for any emotional issues faced during camps, and taking appropriate action if needed.

General

- Maintain general email responses and telephone calls with volunteers up to date. Offer information, support, and problem solving regarding their role
- Maintain the CRM system, Microsoft 365 records and volunteer databases to ensure information is accurate and up to date.
- Attend regular Teams meetings with Volunteer Manager Ivy Farm, with the Trustee responsible for oversight of volunteers as needed, and with other key managers and volunteers as needed, specifically the Program Manager, and Chair or Vice Chair.
- Attend and minute the Volunteer committee meetings (via Teams).
- Attend the Site Ops committee meetings (via Teams).
- Organise administration of volunteer work parties and camp leaders' weekends at Nag Head Farm as requested.
- Maintain a work record, and a log of any expenses, and invoices incurred in their role for Camp Jojo
- Promote Camp Jojo's values and contribute to a positive, inclusive volunteer culture.
- Support volunteer wellbeing before, during and after camp, escalating any welfare or safeguarding concerns appropriately. Attend the first day of each camp.
- Attend professional development training as agreed with Trustees.
- Coordinate and work effectively with the Program Manager, Operations Manager (Nags Head Farm), Volunteer Manager (Ivy Farm), Trustee responsible for Volunteers, and other members of the team as required.

How to apply

We may close this vacancy before the advertised closing date if we receive a high volume of suitable applicants. Early applications are encouraged.

Please email your CV and a covering letter to **Claire Bull, Charity Administrator**, at Claire@campjojo.org.uk.

Please use your covering letter to provide as much evidence as possible of how your skills, knowledge, experience and personal qualities meet the requirements of the role. Wherever possible, include relevant examples from your previous work or volunteering experience.

If you prefer, you may submit a video of up to three minutes in place of a written covering letter. Please

share your video via email with your application.

Please note, while we appreciate the value of AI tools, we strongly encourage applicants to prepare their supporting statements using their own words wherever possible. This helps us to better understand your authentic voice, experience and motivation for the role.

Closing date for applications: 21st August 2026.

Following an initial review of applications, selected candidates will be invited to attend **Camp Jojo at Nag's Head Farm on Friday 28th August 2026**. This visit forms part of the recruitment process and provides candidates with the opportunity to experience Camp Jojo, meet members of the team and gain an understanding of the role before formal interviews take place.

Applicants should therefore be available to attend on **28th August 2026**. If you are unable to attend this date due to exceptional circumstances, please explain this in your covering letter and we will consider whether an alternative arrangement is possible.

Formal interviews will take place following the camp visit.

