

JOB DESCRIPTION

JOB TITLE:	Volunteer Manager
STATUS:	Permanent
HOURS:	35 hours per week 9:00am – 5:00pm (JDRF operates a flexible working hours policy)
SALARY:	£34,550 per annum
HOLIDAY:	25 days
LOCATION:	Hybrid working part London Office (Islington, London) part homework The post holder will work a minimum of one day a week in the office
REPORTS TO:	Director of People and Operations
DIRECT REPORTS:	N/A
KEY INTERNAL RELATIONSHIPS:	Operations Assistant, Community Engagement, Fundraising departments
KEY EXTERNAL RELATIONSHIPS:	All JDRF volunteers, supporters and existing volunteers

JDRF is the type 1 diabetes charity, improving lives until we find the cure. We fund research to cure, treat and prevent type 1 diabetes. We also provide information for children and adults living with the condition at all stages, from diagnosis and beyond. We give a voice to people with type 1 diabetes and campaign for increased focus on, and funding for, research to find the cure.

We want our employees to be committed and prepared to go the extra mile to assist us in finding the cure for type 1. Whatever your role is within JDRF you can be guaranteed that your work will always be rewarding. Get involved and use your skills to help JDRF find the cure for type 1.

DEPARTMENT

Recruitment and retention of volunteers to JDRF is important to help to deliver information to a wider type 1 diabetes audience, to provide active patient groups engaged in influencing and informing policy and to engage supporters to be involved in fundraising and awareness activities.

The Volunteer Manager is responsible for recruiting and managing volunteers and aims to offer a portfolio of volunteer opportunities supporting organisational needs.

The volunteering function sits within JDRF's People and Operations team and aims to deliver consistency of approach to volunteers, to ensure they have an experience that is valuable to both the volunteer and JDRF.

PURPOSE OF ROLE:

To deliver centralised support to departments across JDRF, working with staff, in the recruiting, stewarding and retaining of volunteers, to support the delivery of JDRF activities.

Ensure that JDRF volunteers feel valued and motivated in order to build a long term mutually beneficial relationship

KEY RESPONSIBILITIES:

To collaborate with JDRF staff to understand their teams needs for volunteers, working with them to devise roles or opportunities that are mutually beneficial to both JDRF and the volunteer.

To manage clear processes for who and how recruitment and stewarding will be delivered for different volunteer activities

To create supporter journeys for differing volunteer roles, ensuring volunteers don't get pigeonholed into being one type of volunteer

Create processes for re-engaging with lapsed volunteers

With the support of the Operations assistance respond to, record and follow up enquiries and applications regarding volunteering.

Act as the first point of contact, conduct initial conversations/correspondence with supporters, gain understanding of their motivation and match them appropriately with volunteer opportunities.

To lead the design and delivery of the Insight & Experience Panel by:

- Promoting the I&E panel to colleagues to ensure they are aware of it and how it can support their work
- Building relationships with external partners, with the help of corporate fundraising, to develop and fulfil projects benefiting the type 1 community.
- Creating and fulfilling key KPI's including growing and developing the financial gains of the panel
- Market and develop the continued growth and diversity of the panel to ensure it's reflective of the type 1 community.
- Oversee the administration and stewardship of the group as a whole

To lead the design and delivery of Youth Ambassadors programme by:

- Work with colleagues across the organisation to look at opportunities to utilise the YA programme
- Build a schedule of regular communications (and events) relevant to each group
- Create a portfolio of opportunities for each age group to 'do'
- Market and develop the continued growth and diversity of both the YA's and the Junior I&E panel
- Continually assess and develop the YA programmes ensuring it provides benefit to both YA's and JDRF.
- Oversee the administration and stewardship of the group as a whole

In partnership with colleagues explore opportunities for creating further volunteer programmes that add benefit to the delivery of JDRF activity.

Lead the stewardship and exit process for existing volunteers where applicable

Lead the department's communications with volunteers via JDRF webpages, newsletters and social media, and develop new materials to complement the volunteering marketing plan. Working with the Marketing department and other teams to ensure a joined up approach

Ensure that volunteer procedures are followed by all JDRF staff and update and circulate volunteering policy documents and guidelines via the Intranet and/or inductions and internal training workshops. To be responsible for maintaining, promoting and updating our Volunteer and Staff handbooks/toolkits.

Prepare statistical reports to assist in the analysis, monitoring and measures of the success of the department to demonstrate organisational benefit.

Ensure all volunteer data is held and updated on Donorfy and be able to use that data to make decisions around volunteering activity

Any other duties that may be required, commensurate with the post.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience:	<p>Previous experience of volunteer recruitment and management</p> <p>Strong administration background</p> <p>Experience of entering data and running reports on a Database</p>	
Skills:	<p>Skilled at developing and maintaining internal and external working relationships</p> <p>Fluent English</p> <p>Excellent written and verbal communication skills</p> <p>Excellent organisation and time management skills</p> <p>Ability to work independently and think creatively</p> <p>Accurate data entry and record keeping and able to run reports from the database</p> <p>Working knowledge of Microsoft Office, particularly Word, Excel, PowerPoint and a recognised database</p>	<p>Knowledge and understanding of type 1 diabetes</p> <p>Knowledge of WordPress website platform or similar</p> <p>Basic knowledge of the law relating to volunteering</p> <p>Knowledge of social media</p>
Personality:	<p>Confidence to build and maintain relationships with internal and external contacts</p> <p>Self-motivated and proactive</p>	
Other:	<p>From time to time – national travel, and/or out of hours work including occasional weekends</p>	

EQUAL OPPORTUNITIES

JDRF is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

**JDRF is a registered charity No. 295716 (England and Wales) and SC040123 (Scotland)
Raising funds for research to find a cure for type 1 diabetes.www.jdrf.org.uk**