

JOB DESCRIPTION



LORD'S TAVERNERS
Empowering young people through cricket

Role Title: Volunteer Manager

Reports to: Director of People and Programmes

Level 4 (£41,500)

JOB PURPOSE: Lead all aspects of our volunteer journey creating a plan to allow us to engage, enable and empower Lord's Taverners volunteers, supporting colleagues across the charity to manage volunteers to achieve the outcomes of our strategic objectives.

The role requires strong capability in stewardship journeys for our newest (Youth Ambassadors) and most long standing volunteers (Regional Committees), safeguarding, governance and volunteer compliance with the ability to transfer this knowledge into driving a future digital solution.

Key Responsibilities

- Develop and implement a volunteer management plan to engage, enable and empower Lord's Taverners volunteers to support the charity to achieve its vision and mission.
- Be accountable for organisational best practice and statutory compliance on all areas related to volunteers.
- Be the business partner and subject matter expert on volunteer management and stewardship empowering colleagues to deliver best practice volunteer journeys. These include but are not limited to; Regional Committees (fundraising), Governing Board and Sub-Committees, Corporate Volunteers, Events, Programme Volunteers and Youth Ambassadors.
- Provide leadership to the management and development of youth voice working with our Youth Ambassadors to engage, enable and empower young people to be at the heart of our decision making.
- Be part of the org wide Designated Safeguarding Team supporting, advising and influencing best practice safeguarding for volunteers.
- Develop and implement strategies for recruiting and retaining volunteers to meet the organisation's needs.
- Coordinate volunteer orientation, training, and ongoing support to ensure volunteers are well-equipped to contribute to our mission.
- Foster positive relationships with volunteers through regular communication, feedback, and recognition of their contributions.
- Report on volunteering trends and make appropriate recommendations using data to support data led decision making.

Key Capability and Experience

Specialist Skills

- Experience of transforming long standing systems and processes creating and implementing new ways of working.
- Proven experience in a wide range of volunteer management roles including growing the voices of young people.
- Proven leadership skills, with the ability to inspire and empower volunteers to achieve common goals.
- Demonstrable experience of volunteer management compliance, safeguarding and best practices, including recruitment, training, and retention strategies.

Organisational Leadership and Co-Working

- Able to inspire, empower and include in all aspects of your work and how you interact with others.
- Demonstrable experience of working in and managing a change/transformation environment.
- Ability to develop and implement frameworks driving organisational change to improve volunteer practices.
- Implementation of digital systems to support effective volunteer management including strong compliance with GDPR principles.
- Experience in safeguarding, compliance and risk management.

Communication and Organisation

- Strong interpersonal and communication skills, with the ability to effectively engage and motivate volunteers.
- Strong influencing and negotiation skills with a capability to drive the future of volunteering at Lord's Taverners including stakeholder engagement.
- Excellent organisational and time management abilities, with the capacity to manage multiple priorities and deadlines.
- Energy, drive and a positive attitude that motivates others and fosters ownership of strategies to drive forward our ambitions.
- Ability to manage a budget effectively.

Lord's Taverners is committed to equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination. Our workforce should be truly representative of all sections of society and the communities we serve.

Each employee should feel respected and able to give their best.

Our values: We Include, We Inspire and We Empower drive everything we do.