



Friends
At the heart of RJAH



Application Pack

Volunteer Manager



About The League of Friends RJA

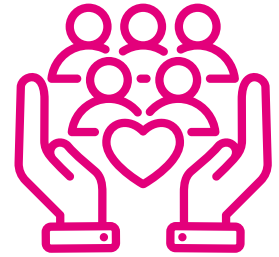


Friends
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The League of Friends to The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust (RJA) is a charity committed to enhancing the experience of patients, their families, and staff at the hospital.

Every year we:

- Lead one of the country's largest hospital volunteer programmes
- Provide charitable support in the form of grants and gifts
- Operate four successful retail outlets
- Support pioneering clinical projects
- Invest in patient wellbeing



Every year, our volunteers give over 10,000 hours of their time to support the work of the charity and the hospital. From welcoming patients and visitors with a friendly smile to providing refreshments on the wards and supporting a wide range of services, they help create the caring environment for which we are known.

Quite simply, we couldn't do it without them.

The charity has ambitious plans to modernise volunteering, increase community engagement and develop new opportunities across healthcare, rehabilitation, retail, fundraising and patient experience.

We're looking for someone to help shape the next chapter of volunteering at RJA.

Message from our CEO

Thank you for your interest in joining The League of Friends to The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust.

Every volunteer brings something unique. Whether they're welcoming visitors, supporting patients, helping in our shops or sharing their skills behind the scenes, they make an extraordinary difference every single day.

As our Volunteer Manager, you'll ensure they feel valued, supported and inspired to continue making that difference

If you're passionate about people and want to be part of a friendly, dedicated team, we'd love to hear from you.



Job Description



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Role title: Volunteer Manager

Contract type: 12-month fixed-term contract

Hours: 37.5 hours per week

Salary: £32,000-£36,000 (depending on experience)

Location: The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, Gobowen, Oswestry SY10 7AG (with some flexibility)

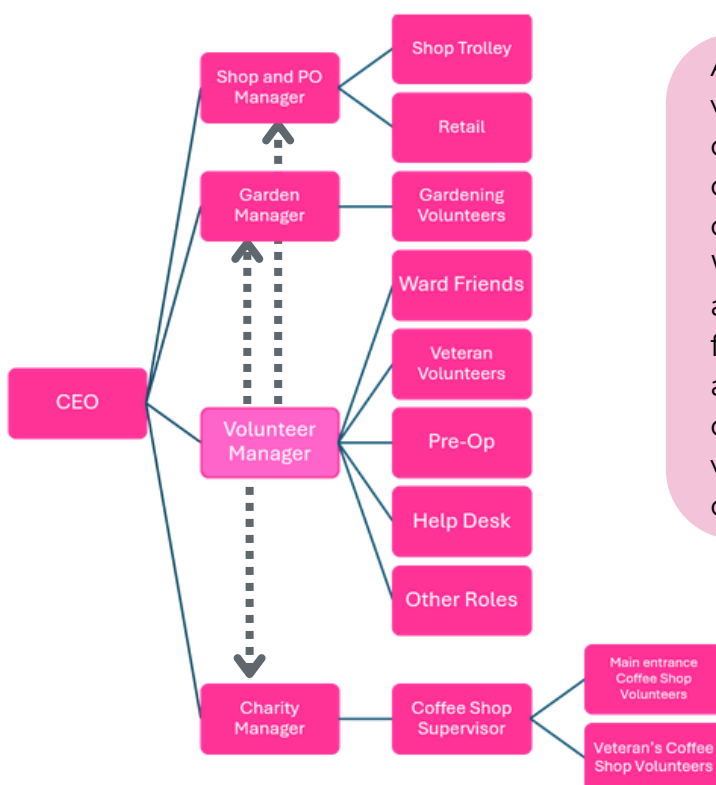
About this role

As Volunteer Manager, you will be the primary point of contact for our volunteers, ensuring they feel welcomed, supported, and valued throughout their volunteering journey.

Your key responsibilities will include:

- Acting as the main point of contact for all volunteers, providing advice, guidance, and day-to-day support.
- Coordinating the recruitment, onboarding, and induction of new volunteers, ensuring all necessary checks and training are completed.
- Preparing and managing volunteer rotas to ensure services are appropriately staffed while meeting the needs of both volunteers and the organisation.
- Supporting volunteer wellbeing and recognising volunteers' contributions through regular communication and appreciation initiatives.
- Supporting volunteer events, meetings, and recognition activities throughout the year.
- Ensuring meticulous record keeping and offboarding to ensure data is accurate and well stewarded.

Organisation Structure



As Volunteer Manager, you will oversee the volunteer programme across the organisation, coordinating rotas, managing onboarding and acting as the main point of contact for day-to-day volunteer queries. While the Shop Manager, Garden Manager and Coffee Shop Supervisor are responsible for supervising volunteers within their own areas, you will lead the recruitment, onboarding and induction process for all volunteers, ensuring they have a positive and consistent experience from the outset.

Volunteers are at the heart of everything we do. Every day, they make a meaningful difference by welcoming patients and visitors, supporting vulnerable people, assisting hospital staff, running our shop and coffee shop, supporting veterans, raising vital funds, and acting as ambassadors for the League of Friends.

This role exists to ensure every volunteer has an exceptional experience from the moment they express an interest in joining us and throughout their volunteering journey. By supporting, developing, and celebrating our volunteers, you'll help build a thriving volunteer community that continues to make a lasting impact across RJAH.

The Opportunity

This is much more than managing volunteer rotas. It is an opportunity to shape the future of volunteering within one of the UK's leading specialist hospitals.

Working closely with the Chief Executive and senior leadership team, you will play a key role in developing a modern, inclusive, and sustainable volunteer programme. Together, we want to:

- Recruit a more diverse volunteer workforce that reflects our community.
- Develop new and meaningful volunteer opportunities.
- Enhance the volunteer experience from recruitment through to recognition.
- Improve volunteer wellbeing, engagement, and retention.
- Deliver high-quality training and ongoing development.
- Measure and demonstrate the social impact of volunteering.
- Build strong partnerships with local communities, education providers, charities, and businesses.
- Position the League of Friends as a recognised leader in hospital volunteering.

This is an exciting opportunity for someone who enjoys creating positive change, building relationships, and helping people make a difference.

Leadership

You will:

- Lead the development and delivery of the volunteer strategy.
- Foster a positive, inclusive, and supportive culture where volunteers can thrive.
- Build strong working relationships across hospital departments and external partners.
- Champion the value of volunteering both within RJAH and across the wider community.
- Ensure volunteering remains central to the League of Friends' charitable mission.
- Update or install apps or systems that aid management of volunteers

Volunteer Management

You will:

- Oversee the complete volunteer journey, including:
- Volunteer recruitment and attraction.
- Interviews and volunteer selection.
- DBS checks, compliance, and onboarding.
- Induction and orientation.
- Training and ongoing development.
- Volunteer placement and role matching.
- Day-to-day support and supervision.
- Volunteer recognition, appreciation, and celebration.
- Exit interviews and continuous improvement.
- Data management and record keeping.



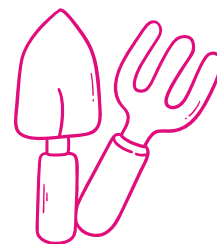
You will continually look for ways to improve the volunteer experience, ensuring every volunteer feels welcomed, supported, and empowered to make a meaningful contribution.

Service Development

You will play a key role in developing and expanding our volunteer programme by creating meaningful opportunities that meet the needs of both the hospital and our local community.

Working with colleagues across the organisation, you will identify and develop volunteer roles across a range of services, including:

- Help desk and welcome
- Outpatients
- Chaplaincy
- Veterans' Centre
- Coffee Shops
- Shop
- Trolley services
- Canine Friends
- Community fundraising
- Patient experience
- Hospital gardens
- Events
- Administration
- Digital volunteering



You'll continually look for innovative ways to grow volunteering, ensuring opportunities are inclusive, rewarding, and aligned with the League of Friends' strategic objectives. Responding to requests for help from hospital departments with enthusiasm and support.

Volunteer Experience

Creating an outstanding volunteer experience is central to this role. You will ensure every volunteer feels welcomed, valued, supported, listened to and recognised.

You will develop and manage initiatives that promote volunteer wellbeing, engagement, and retention, including:

- Recognition and awards programmes
- Celebration and appreciation events
- Long-service recognition
- Volunteer feedback opportunities
- Regular engagement and satisfaction surveys



Governance and Compliance

You will ensure the volunteer programme operates safely, professionally, and in line with current legislation and best practice.

This includes maintaining compliance with:

- Safeguarding requirements
- GDPR and data protection legislation
- Health and Safety policies
- NHS standards and guidance
- Charity Commission requirements

You will maintain accurate volunteer records, policies, procedures, and documentation to support effective governance and continuous improvement.

Community Engagement

Working as an ambassador for the League of Friends, you will build strong relationships with organisations across the local community to promote volunteering and attract new volunteers.

This includes developing partnerships with:

- Schools
- Colleges
- Universities
- Businesses
- Military organisations
- Community groups and charities



You will help inspire the next generation of volunteers by promoting the benefits and impact of volunteering at RJA.

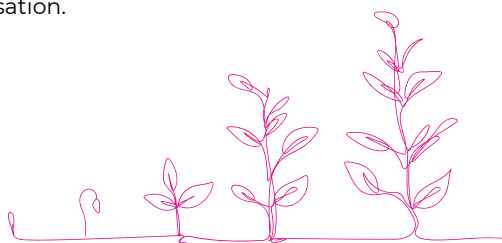
Measuring Impact

You will use data and feedback to evaluate the success of the volunteer programme and identify opportunities for improvement.

Key performance measures will include:

- Number of active volunteers
- Volunteer recruitment and retention
- Diversity and inclusion
- Volunteer hours contributed
- Patient and visitor feedback
- Staff feedback
- Economic value generated
- Social value and community impact

You will prepare regular reports and insights for the Chief Executive and Board of Trustees, demonstrating the value and impact of volunteering across the organisation.



We're looking for someone who is passionate about people and understands the positive impact that volunteers can make.

- You may already have experience in:
- Volunteer management
- Community engagement
- Healthcare
- The charity sector
- The public sector
- Education
- Or another organisation where volunteers play a central role

Most importantly, you'll be an organised and approachable leader who enjoys building relationships, supporting others, and creating opportunities for people to make a meaningful difference. You'll be comfortable managing day-to-day operations while also thinking strategically about how volunteering can grow and evolve to meet the needs of the future.

Essential Criteria

We are looking for someone who is passionate about volunteering and has the skills and experience to lead and develop an engaging volunteer programme.

Experience

You will be able to demonstrate experience of:

- Leading volunteers or managing volunteer programmes.
- Managing or supervising staff and/or volunteers.
- Building effective partnerships with a range of stakeholders.
- Planning and delivering projects or service improvements.
- Recruitment, interviewing, and selection processes.
- Applying safeguarding principles and procedures.
- Working in accordance with GDPR and maintaining confidentiality.
- Promoting and maintaining Health and Safety standards.
- Producing reports, analysing information, and using data to support decision-making.
- Managing multiple priorities while maintaining high standards of organisation.

Skills and Attributes

You will have:

- Excellent communication and interpersonal skills, with the ability to build positive relationships at all levels.
- Strong organisational and time management skills.
- A confident and competent approach to using IT systems, including Microsoft Office.
- The ability to work independently while contributing effectively as part of a team.
- A proactive, positive, and approachable leadership style.
- A genuine commitment to delivering an outstanding volunteer experience.
- A passion for supporting people and promoting the value of volunteering.

Desirable Criteria

It would be advantageous if you have experience or knowledge of:

- The NHS or healthcare environment.
- The charity or voluntary sector.
- Volunteer management systems or volunteer management software.
- Community engagement and partnership development.
- Fundraising activities or charity retail.
- Planning and delivering events.
- Measuring volunteer impact and reporting outcomes.

Qualifications

Essential:

- Educated to degree level or able to demonstrate equivalent professional experience.

Desirable:

- A recognised qualification in Volunteer Management or an equivalent professional qualification or relevant experience.

What Success Looks Like

Within your first 12 months, you will have made a measurable impact on our volunteer programme. Success will include:

- Increased volunteer recruitment and engagement.
- Improved volunteer retention through a stronger support and recognition framework.
- Introduced new and innovative volunteering opportunities across the organisation.
- Modernised the volunteer induction experience.
- Strengthened volunteer training and development.
- Enhanced volunteer recognition and celebration activities.
- Developed and delivered a clear volunteering strategy for the future.
- Improved the way we measure, report, and demonstrate volunteer impact.
- Built stronger partnerships within our local community and beyond.

Most importantly, you will have helped create a volunteer service where people feel valued, supported, and proud to contribute to the work of the League of Friends and RJAH.



Why Join Us?



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You will be joining an organisation at an exciting point in its development. The League of Friends is growing and evolving, with ambitious plans to increase our impact and strengthen our support for patients, families, staff, and the wider community.

Current developments include:

- Growth in charitable income and fundraising activity.
- Major capital projects supporting the future of RJA.
- Expanding services and support for veterans.
- Increasing national recognition and profile.
- Exciting partnership opportunities with local and wider organisations.
- An ambitious and forward-thinking leadership team.
- Supportive and engaged Trustees.
- The opportunity to shape the future of volunteering within a leading specialist hospital environment.

This role offers the chance to make a lasting difference and play a key part in building a volunteering service that will benefit future generations.

Benefits

As part of the League of Friends team, you will receive:

- Workplace pension scheme.
- Flexible working opportunities.
- Learning and development opportunities.
- Free on-site parking.
- Blue Light Card eligibility
- Free Café-quality coffee
- Staff discounts in hospital canteen
- Staff wellbeing initiatives.
- The opportunity to work in a unique and inspiring hospital environment.
- The chance to make a genuine difference to patients, families, volunteers, and the wider community every day.



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