

JOB TITLE:	Volunteer Operations Analyst	ROLE:	Volunteer Operations Analyst (potential future paid role, funding dependent)
HOURS PER WEEK:	Flexible / 80% dedication mandatory	LOCATION	Remote
REPORTING TO:	Director of Central Operations and Executive Coordination		

JOB PURPOSE:

This Role Transforms Volunteer Activity Into Structured, Ethical, High-Impact Operations

At Tell My Truth and Shame the Devil C.I.C., our work is powered by people. Volunteer contribution is not just support, it is community, capacity and impact. The Volunteer Operations Analyst ensures that this contribution is organised, visible and aligned with the organisation’s mission, safeguarding responsibilities and growth.

You will play a key role in connecting people, systems and structure—ensuring that volunteer engagement is consistent, well-managed and sustainable as the C.I.C grows.

This is not a purely administrative role. It is insight-driven, systems-focused and central to how the organisation operates effectively behind the scenes.

This role exists to:

- Support the coordination and tracking of volunteer activity across teams
- Translate organisational needs into structured volunteer workflows
- Maintain and improve systems for onboarding, engagement and offboarding
- Monitor volunteer participation, capacity and gaps
- Support compliance with safeguarding and organisational policies
- Ensure consistency, documentation and scalability in volunteer operations

You are the link between volunteers, systems, operations and organisational visibility.

About the Role

To provide operational support, coordination and systems oversight for volunteer engagement across the organisation—ensuring that volunteers are effectively onboarded, supported, tracked and aligned with the C.I.C’s mission and safeguarding values.

Why This Role Matters

Strong volunteer operations:

- Ensure volunteers are supported, organised and able to contribute effectively
- Maintain safeguarding, compliance and ethical standards
- Create visibility of who is doing what across the organisation
- Build sustainable systems that reduce confusion and duplication
- Strengthen the organisation’s ability to grow and deliver impact

Without this role, volunteer engagement can become inconsistent, unclear and difficult to manage. With it, the organisation operates with clarity, structure and confidence—ensuring that every contribution is meaningful and well-supported.

Experience Qualification and Requirements

Technical Skills

- Strong proficiency in:
- Google Sheets / Microsoft Excel
- Data tracking and reporting tools
- Ability to organize and interpret large sets of data

Analytical Skills

- Strong problem-solving and critical thinking ability
- Ability to identify patterns, trends and inefficiencies
- Detail-oriented with a structured approach to analysis

Communication Skills

- Ability to present data in a clear, concise and actionable format
- Strong written communication for reporting

Organisational Awareness

- Understanding of how teams and workflows interact
- Ability to think in systems, not just tasks

Preferred Background in:

- Operations
- Business Administration
- Data Analysis or related fields

Preferred previous experience in:

- Operations analysis
- Project tracking
- Process improvement roles
- (Experience working in remote or volunteer-based organisations is an advantage)

Main Responsibilities/ Key Duties

Core Objectives:

- Provide clear visibility into operational performance across all teams
- Identify inefficiencies, bottlenecks and process gaps
- Recommend practical, data-backed improvements
- Support leadership with structured reporting and insights
- Strengthen accountability and operational clarity across the organisation

Key Responsibilities:

1. Data Tracking & Performance Monitoring

- Develop and maintain centralized tracking systems (e.g., Google Sheets)
- Monitor key operational metrics across departments, including:
- Volunteer recruitment and onboarding timelines
- Task completion rates across teams
- Program and project delivery timelines
- Ensure data is accurate, up-to-date and consistently maintained

2. Reporting & Insights

Prepare weekly or bi-weekly operational reports for leadership

- Clearly highlight:
- Performance trends
- Delays and inefficiencies
- Areas requiring attention
- Translate raw data into clear, actionable insights

3. Process Analysis & Mapping

Document and map existing workflows across functions (HR, Programs, Operations, Teams, etc.)

Identify:

- Bottlenecks
- Redundant steps
- Communication breakdowns
- Provide structured recommendations for process improvement

4. Risk Identification & Escalation

Proactively flag:

- Missed deadlines
- Workflow delays
- Inactive or unresponsive team members
- Escalate findings to the Operations Manager with supporting data and context

5. Systems & Process Optimization

Recommend improvements such as:

- Workflow restructuring
- Automation opportunities
- Standardized templates and tracking systems
- Continuously evaluate the effectiveness of existing systems and suggest refinements

6. Cross-Functional Collaboration

Work closely with:

- HR Team (for recruitment and onboarding tracking)
- Team Leads (for task and performance tracking)
- Operations Coordinator / Executive Assistants (for workflow visibility)
- Ensure alignment between data insights and operational execution

Scope and Boundaries for the role:

To ensure clarity and efficiency:

The Operations Analyst WILL:

- Analyze data and workflows
- Provide insights and recommendations
- Track and report performance metrics

The Operations Analyst WILL NOT:

- Manage or supervise team members
- Enforce task completion or chase individuals
- Schedule meetings or handle administrative coordination
- Make final operational decisions

Working Relationship:

The Operations Analyst will:

- Report directly to the Director of Central Operations & Executive Coordination
- Support decision-making but will not replace leadership authority
- Work collaboratively across all teams while maintaining objectivity and independence

Key Performance Indicators (KPIs)

Success in this role will be measured by:

- Accuracy and consistency of operational data
- Timeliness and quality of reports
- Clarity and usefulness of insights provided
- Number and impact of process improvements implemented
- Increased efficiency in key workflows (e.g., reduced onboarding time, improved task completion rates)

What Success Looks Like in This Role:

Within the first 60–90 days, the Operations Analyst should:

- Establish a centralized operations tracking system
- Deliver consistent and structured performance reports
- Identify at least 2–3 key operational inefficiencies with clear recommendations
- Provide leadership with improved visibility into organisational performance

Additional Notes

This role is not suitable if you:

- Prefer low-responsibility volunteer work
- Avoid handling sensitive data or detailed reporting
- Are seeking immediate paid employment
- Are uncomfortable applying analysis to strategic decisions

Important to be clear:

- This is a volunteer role during the CIC's build phase
- It carries real responsibility for data integrity and donor relations

Formal qualifications are not required, but desirable.

Essential equivalent experience mandatory.

Next Steps:

Shortlisted applicants will be invited to:

- A values-led conversation
- A practical discussion about event planning, coordination and execution

If you believe that well-organised, purposeful events can change communities and that experiences inspire action, this role is for you.

Volunteer operations are about people, not just processes.

When we understand this:

- Trust is built through consistency, care and clear communication
- Safeguarding is embedded in how we manage and support volunteers
- Respect is what keeps volunteers engaged, valued and connected

