



Job Description

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Section 1 - Job Details

Job title	Volunteer Operations Manager
Directorate area	Services and Support
Department/Team	Volunteering and Community Networks
Reports to	Head of Volunteering and Community Networks
Direct reports	Volunteer Recruitment Officer
Job Location	Office-based in London with some flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

To lead on volunteering best practice across the organisation, ensuring our volunteer infrastructure is robust and dynamic. Enabling our volunteer projects and teams to support the MS community, whilst providing our volunteers with a rewarding experience.

Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Activity
1	Responsible for developing, maintaining and implementing an improved volunteer experience.
2	Responsible for providing guidance and supporting resources to volunteer managers.
3	Responsible for maintaining and implementing volunteer journeys across the organisation; recruitment, on and off boarding, reward and recognition, mandatory learning and development and resolving volunteer issues.
4	Own relationships with stakeholders across the organisation to grow and develop inclusive volunteering opportunities and ensure new volunteering opportunities are developed and implemented.
5	Responsible for inputting into strategic plans for the department covering the medium to long term and aligning with the overall organisational goals.
6	Acting as a point of escalation for the team to resolve more complex volunteering issues involving greater ambiguity and some judgement over risk.
7	Work in partnership with key stakeholders across the organisations to deliver a volunteer survey and implement any outcomes.
8	Own volunteer reports, ensuring volunteer data is up to date and provided for cross organisational reporting including reporting to the board and executive group.
9	Responsible for developing, implementing and updating volunteer policies and documentation in line with best practice and organisational position.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of volunteering assets within scope of role to maintain organisations reputation.
Staff/Volunteers	Responsible for providing information and support to our volunteers and volunteer managers as required. Responsible for the line management of the Volunteer Recruitment Officer.
Budget	Responsible for tracking budget in key areas of work but not setting the budget.
Key relationships	Internal The Volunteering and Community Networks Team Volunteer Managers across the organisation Digital and Data team Volunteers EDI Lead External People affected by MS Volunteer-involving organisations, such as external charities Umbrella bodies such as the Association of Volunteer Managers and NCVO Reach ATS
ISO	Responsibility for undertaking relevant actions and

	responsibilities according to the role assigned within ISO.
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Section 5 – Key deliverables

	Measures of success
1	Volunteers and volunteer managers have a positive volunteer experience at the MS Society and volunteer wellbeing and support is improved.
2	Increase volunteer engagement and attract new volunteers by introducing new flexible volunteering opportunities.
3	Improve volunteer management and leadership capacity by developing and rolling out resources and training.

Section 6 - Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	3		X		X
Open to change and innovation	3	X		X	
Sound decisions	3		X	X	
Collaborative working	3				X
Effective communication	3			X	X
Outcome focussed	3	X			X
Inclusivity	3				X
Accountability	3	X	X	X	X
Tech savvy	3	X		X	

Level	
5	Strategic – Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements

(List L&D requirements for role)

Foundation (mandatory)	Evidence of continuous professional development.
Additional internal learning/ courses required for role	None.
Other professional training/qualification required	Volunteer management qualification and training desired but not essential.

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview. There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Experience and excellent working knowledge of volunteering and volunteer management and leadership best practice across a range of issues including recruitment; reward and recognition; data protection; equality, diversity and inclusion; bullying and harassment; resolving volunteer issues, disclosures.	x		A, I, P
Experience of transforming volunteer recruitment processes to achieve higher numbers of successful applicants and more diverse volunteers.	x		A, I, P
Experience of setting up initiatives which have increased volunteer engagement/ the extent to which volunteer voice is heard at strategic levels across a large organisation.	x		A,I,P
Experience of developing and implementing reward programme recognising volunteers for their achievements and contribution.	x		A,I,P,T
Experience of coproducing work with volunteers including designing and delivering policy.	x		A,I,P,T
Experience of giving advice and support through a range of methods such as phone, face-to-face and email. Aware of the importance of verbal communication particularly for sensitive issues.		x	I,P
Experience of identifying and resolving complex issues in relation to volunteers, including challenging difficult behaviour, and resolving difficult relationships between volunteers.		x	I,P
Experience and understanding of safe and		x	I,P

effective volunteer recruitment processes, including disclosures.			
Experience and knowledge of quantitative and qualitative research methods, and in design and implementation of monitoring and evaluation techniques, using a range of data sources and types		x	I,P
Experience of developing, communicating and implementing business plans		x	I,P
Proven planning and project management experience to control effective use of resources and deliver projects on time and within budget	x		A,I,P
Demonstrable experience of applying effective problem-solving techniques when the situation demands.		x	I,P
An understanding of change processes and the ability to manage change effectively		X	I,P,T
Excellent leadership skills. Ability to gain credibility with and influence senior staff and volunteer stakeholders. Able to negotiate and persuade.		X	I,P
Solutions-focused, able to act on own initiative and approach complex problems with a "can-do" attitude/ collaboratively	X		A,I,P,T
Strong social media and storytelling skills, specifically in a volunteering context. Galvanizing social media to recruit volunteers. Willing and able to lead by example and use social media platforms to communicate volunteer successes and impact.		X	P
Excellent written and verbal communication skills. Ability to communicate complex information concisely, in a way that is easy to understand and engaging		X	P
High degree of accuracy and attention to detail		X	P
Demonstrable commitment to collaborative team work.		X	P
Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.		X	P
Excellent interpersonal skills, and able to influence/persuade a wide range of stakeholders.		X	P
Excellent organisational and workload management skills.		X	P
Excellent IT skills, including the use of Microsoft Office, and the proven ability to		X	P

gain competence in new systems and tools			
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*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.</p>
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	<p>Internal</p> <p>The Volunteering and Community Networks Team Volunteer Managers across the organisation Digital and Data team Volunteers EDI Lead</p> <p>External</p> <p>People affected by MS Volunteer-involving organisations, such as external charities Umbrella bodies such as the Association of Volunteer Managers and NCVO Reach ATS</p>
Unusual specific	None

physical/mental demands associated with the role	
Travel requirements	Occasional travel across the UK as the role demands
Unsocial hours	Occasional as the role demands

Last updated (09 August 2024)