



## Volunteer Recruitment Manager

**Reporting to:** Head of Employability, Volunteering and Safeguarding

**Salary:** £25,338-£27,825 pro rata

**Hours:** 37.5 hours per week

**Terms:** Permanent, 25 days holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution

**Location:** Bristol with occasional travel

**Closing Date:** 9:00am 10th June with interviews being held on 17th, 19th and 20th June

### Purpose of the post:

Volunteers are the backbone of our operation at FareShare South West (FSSW). We recruit over 350 volunteers from a myriad of backgrounds, who make up 91% of our team. The volunteers help with every aspect of the operation from driving vans, picking orders to administrative duties. They gift their time to FSSW for many reasons including:

- wanting to be part of the solution to food waste
- ensuring perfectly good in-date surplus food reaches people in need
- giving back to their local community
- professional or personal development
- making friends

We have built a Volunteer Programme which supports a wide demographic of people and their motivations for volunteering. Our aim is to formalise and strategically expand this support into specific programmes to kitemark standard, modelled on our flagship employability programme FareChance. This role will take a lead on all aspects of recruitment, retention, and development of our Volunteer Programme, which includes:

1. Building and delivering a Volunteer Recruitment Strategy with robust onboarding processes together with their manager
2. Developing a Volunteer Retention Work Plan
3. Ensuring all safeguarding policies and procedures are understood and adhered to
4. Sign-posting volunteers to FSSW Employability programmes which support in personal and professional development
5. Ensuring the organisation has a steady flow of volunteers to sustain the operation

### Duties and Responsibilities:

#### Line Management

- Line management of a Volunteer Coordinator based at both Bedminster and inner-city warehouses

#### Volunteer Recruitment

- Work with the Communications and Volunteering teams to actively engage and promote the volunteer programme across both Bristol sites (Bedminster and St Jude's)

- Work with the wider FSSW team to support and develop volunteering opportunities for corporate supporters and food partners
- Use and improve on existing processes to manage recruitment - from initial enquiry through to successful on-boarding
- Develop outreach activities to increase our diversity, social impact, and community engagement
- Work with the Head of Department and the wider FSSW team to ensure we have enough reliable volunteers to meet the warehouse needs
- Work with the Volunteer Coordinator to identify daily/weekly/seasonal fluctuation in the volunteer rota and action accordingly
- Work with the Head of Department and Volunteer Coordinator to identify tasks/roles/needs to inform a recruitment strategy for the future

#### **Volunteer Retention:**

- Develop and maintain a positive and supportive volunteer programme and experience
- Work with the wider FSSW Volunteer Team to align West of England volunteer development with the organisational strategy
- Work with the Head of Department and Operations Manager to provide additional support and training where needed
- Analyse and monitor volunteer retention, noting positive reasons for moving on and developing strategies to improve retention
- Assist the Head of Department and Operations Manager to support the growth of the organisation
- Review the Volunteer roles in conjunction with the Operations Teams and develop metrics on volunteer shortages
- Create a recruitment and retention plan to build a reliable voluntary workforce
- Develop corporate relationships across Bristol and Plymouth, which generates a flow of committed volunteers
- Maintain a 'map of the city' of potential partners and recruitment routes
- Progress the volunteer FSSW journey and experience to promote retention
- Ensure all Volunteer Policies and processes are up to date and training is given to staff to withhold them

#### **Administration, policies, procedures, and risk management:**

- Support the Head of Department Team to develop and maintain volunteer policies, procedures, and risk assessments
- Ensure the Volunteer Coordinator is sufficiently trained in the CRM system (Salesforce) to keep up to date in line with GDPR

#### **Person specification - knowledge, skills, experience and values:**

It is not expected that the successful candidate will necessarily have all of the following criteria. FareShare South West is committed to helping individuals develop professionally and personally, and your application is encouraged. The following are desirable criteria:

- Experience of recruitment, either volunteers and/or employees
- Experience of implementing policies and procedures, including safeguarding vulnerable adults
- Managing and supporting volunteers and/or teams and have integrity and sensitivity to vulnerability issues and different support needs
- Experience of safe recruitment practices
- A working knowledge of the voluntary sector and/or experience of carrying out voluntary work

- Experience of writing strategies and accompanying workplans around programme development working with a variety of demographics
- Experience of process development around on-boarding
- Experience or knowledge of developing outreach programmes to increase our diversity, social impact, and community engagement
- Ability to establish and develop positive relationships with volunteers as well as a range of external partnerships and beneficiaries
- Excellent communication, presentation, and interpersonal skills with volunteers and the ability to promote the charity to a wide range of audiences
- Excellent organisational and time management skills to prioritise work, handle conflicting demands and meet tight deadlines
- Working knowledge of software packages and databases and good IT skills
- Ability to produce high quality written reports for internal management purposes and for Trustees
- Ability to analyse workforce requirements and targets
- An understanding of what drives volunteers

Please send your CV and a covering letter explaining why you would be a good fit for the role to [recruitment@faresharesouthwest.org.uk](mailto:recruitment@faresharesouthwest.org.uk)

If you have any questions about the post, please contact Amy Sinclair, Simon Jarvis and Josie Forsyth at [recruitment@faresharesouthwest.org.uk](mailto:recruitment@faresharesouthwest.org.uk)