

**Title: Volunteer Recruitment Officer**

**Salary:** £13,400 - £15,000 (actual salary), dependent on experience

**Hours:** 22 hrs per week (0.6 FTE and work pattern to be discussed)

**Location:** Home-based (remote)

**Reporting to:** Operations Manager

**Application Deadline:** 25<sup>th</sup> March 2026

**Role Purpose**

The **Volunteer Recruitment Officer** will lead structured volunteer growth and engagement across REMAP's national branch network. The role exists to increase the number of active volunteers and strengthen branch capacity, ensuring the organisation can respond effectively to client referrals and deliver bespoke mobility and independence solutions.

Working proactively with Branch Chairs and the operations team, the postholder will focus on targeted recruitment, improved conversion of volunteer applications, and more consistent onboarding practices across the network. The emphasis is on building resilient local teams, supporting succession planning, and improving the distribution of volunteers to branches with identified capacity gaps.

Routine administrative onboarding processes sit within the wider team. This role is focused on delivering measurable growth in active volunteer capacity and engagement.

**Key Responsibilities**

**Volunteer Growth & Targeted Recruitment**

- Develop and deliver structured national and targeted local recruitment campaigns aligned to agreed volunteer growth targets.
- Work proactively with Branch Chairs to identify priority vacancies, skills shortages and succession risks.
- Direct volunteer applicants towards branches with identified capacity gaps, supporting more equitable distribution across the network.
- Promote recruitment of volunteers with relevant technical, engineering, professional and governance expertise.
- Monitor recruitment activity and progress against agreed growth objectives.

**Conversion & Onboarding Improvement**

- Support Branch Chairs to improve timely response to volunteer enquiries and strengthen onboarding practices to maximise conversion.
- Identify barriers to volunteer conversion and develop practical solutions to reduce drop-off.
- Encourage consistent use of guidance and processes that support effective local onboarding.
- Work collaboratively with the Volunteering Administration Officer to ensure a coordinated approach from enquiry to active participation.

**Engagement & Retention**

- Promote good practice in volunteer engagement and inclusion to strengthen retention and active participation.
- Support branches to build sustainable team structures and reduce reliance on a small number of key individuals.

- Use volunteer data and feedback to inform improvements and share learning across the network.
- Contribute to initiatives that enhance the overall volunteer experience and network resilience.

**Data, Insight & Continuous Improvement**

- Analyse volunteer recruitment, conversion and retention data to identify trends and priority areas.
- Provide regular updates to the Operations Manager on progress, risks and emerging issues.
- Contribute to organisational learning and development in relation to volunteer sustainability.
- Support communication initiatives that promote volunteer engagement and visibility of impact.

**Title:** Volunteer Recruitment Officer

**PERSON SPECIFICATION**

Skills and Experience	Essential	Desirable
A high-level of experience in recruiting and supporting volunteers.	X	
Proven experience in developing, leading and managing innovative volunteer-related projects	X	
Ability to sensitively guide new and experienced volunteers in the discharge of their responsibilities.	X	
Ability to identify existing and developing issues and develop solutions.	X	
Experience working in volunteer client-facing organisations.	X	
Comfortable managing challenging conversations, particularly during a change process.	X	
Ability to foster trust and build working relationships with colleagues and volunteers.	X	
Experience in using a CRM & Microsoft 365.	X	
Excellent written and verbal communication.	X	
Self-starter with the ability to manage workload and adapt to emerging priorities.	X	
Qualification in volunteer management/ support		X
Experience of data analysis, and communicating data-informed ideas and trends		X