

## JOB DESCRIPTION



**JOB TITLE:** Volunteer Support Officer

**TEAM & DEPARTMENT:** Volunteer Support Team, People and Inclusion Directorate

**SALARY:** £25,200

**LAST UPDATED:** 29 February 2024

**RESPONSIBLE TO:** Interim Head of Volunteering

### MAIN PURPOSE:

NCT is a charity committed to social justice and Equity and Diversity, believing inclusion is everyone's responsibility. We believe we all have a collective responsibility to demonstrate our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment, so all our people can thrive, and we can best represent and meet the needs of the pregnant women, new parents, families and communities we serve.

Volunteering with NCT builds welcoming and inclusive communities that improve the wellbeing of parents.

The postholder in this role will help NCT achieve its vision for volunteering, building strong more inclusive parent networks that boost the wellbeing of parents through warm, friendly, non-judgemental support.

They will help by recruiting, supporting and managing volunteers who deliver parent support and fundraising activities.

### RESOURCES CONTROLLED

- Budget as delegated by line manager in line with project requirements
- Delegated authority to approve volunteer-related expenses and overdrafts in line with NCT policy.
- With Volunteer Support Team colleagues, manage NCT's 3,000 volunteers across the United Kingdom and Channel Islands.

### JUDGEMENT AND DECISION MAKING

- Responsible for managing own workload and working towards objectives agreed with line manager
- Day to day decision making relating to the provision of support and advice to volunteers.

### LIAISON

- Liaise with stakeholders across NCT and volunteers to maximise engagement and coproduction opportunities in projects.
- Contribute to internal communications using insight to achieve team's purpose
- Participate in cross-organisational projects

## **AUTHORITY/SUPERVISION RECEIVED:**

- Regular one-one meetings with Interim Head of Volunteering.
- Able to act on own initiative and solve complex problems and collaborate as required.

## **MAIN RESPONSIBILITIES & DUTIES:**

### **Deliver timely and effective support to volunteers to enable volunteer led parents support and fundraising activities**

- Respond to volunteer enquiries and signpost where appropriate to other members of the team.
- Ensure volunteers have access to relevant training and tools for their role
- Maintain accurate records

### **Support development and delivery of learning opportunities for volunteers to embed good practice**

- Assist in developing and delivering training tools and online learning events.

### **Support cross organisational work to increase engagement with and through volunteer community**

- Highlight and maximise opportunities to raise the profile of volunteering

### **Support the implementation of NCT's volunteer strategy**

## **NCT VALUES:**

- Welcoming - We are always welcoming, creating connections and building communities.
- Collaborative - We achieve better outcomes by working together.
- Inclusive - We ensure equity and inclusion are core to who we are and what we do.
- Bold - We are bold, brave, and progressive.
- Trusted - We provide trusted, high-quality, evidence-based information, support, and services.

## **SAFEGUARDING and HEALTH & SAFETY**

The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding and promoting the welfare of children and adults and expects all staff to share this commitment.

## **DECLARATION**

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

## **PERSON SPECIFICATION:**

### **ESSENTIAL**

- Experience and knowledge of managing and supporting volunteers across different teams and areas of specialism.
- Solution focused, questioning and investigative mind
- Knowledge and experience of delivering engaging training, utilising a range of delivery methods.
- Knowledge of the legal, policy and regulation considerations associated with fundraising and volunteering.
- Strong interpersonal skills and the ability to work well and collaborate with a diverse range of people and stakeholders.
- Excellent communicator with the ability to inspire, influence, motivate and engage others through a range of channels including newsletters, social media and video.
- Excellent organisational skills and the ability to manage a variety of tasks and projects in a fast-paced environment.
- Strong digital, IT and social media skills and able and willing to learn new systems and tools.
- Confident in own judgement and initiative but will ask for help or advice when needed. Can work unsupervised and as part of a team
- Passionate about delivering a great volunteer experience

### **DESIRABLE**

- Fundraising or event management experience
- Knowledge of current trends, resources and information related to volunteer management
- Experience working with CRM, Survey Monkey and Trello