



Join our team

**Volunteer Systems
Manager**



About Age UK

Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline- could you help us reach even more people who need us?

Volunteers play an integral role in the organisation's ability to deliver services and operations with and for older people. With around 30,000 formal volunteers and a further 130,000 virtual campaigners, maximising the benefit of the technology Age UK and our network of Brand Partner organisations use to recruit, support and retain volunteers is vital.

Age UK is at the start of long journey to roll out and evolve a new volunteer system. With whizzy automation, integrated vetting and learning functions and so much more- the dynamic management and development of this system requires a new role in the organisation to take this function forward.

We're hiring a Volunteer Systems Manager who will work as part of Age UK's Volunteering Team. While not a highly technical role, the successful candidate will take ownership of the new volunteer system day-to-day operation. They will understand the needs and challenges of users and work closely with the Digital & Technology support teams to maximise the system's potential and support a great volunteer experience by ensuring quality content, efficient processes, user engagement and on-going development.

If your strengths and experience include stakeholder or user engagement, volunteer involvement or steering the operational use and improvement of databases or external-facing web-based systems, you could be an excellent candidate and we encourage you to apply.



Donna Marshall
PEOPLE DIRECTOR

Our values

 Collaborative

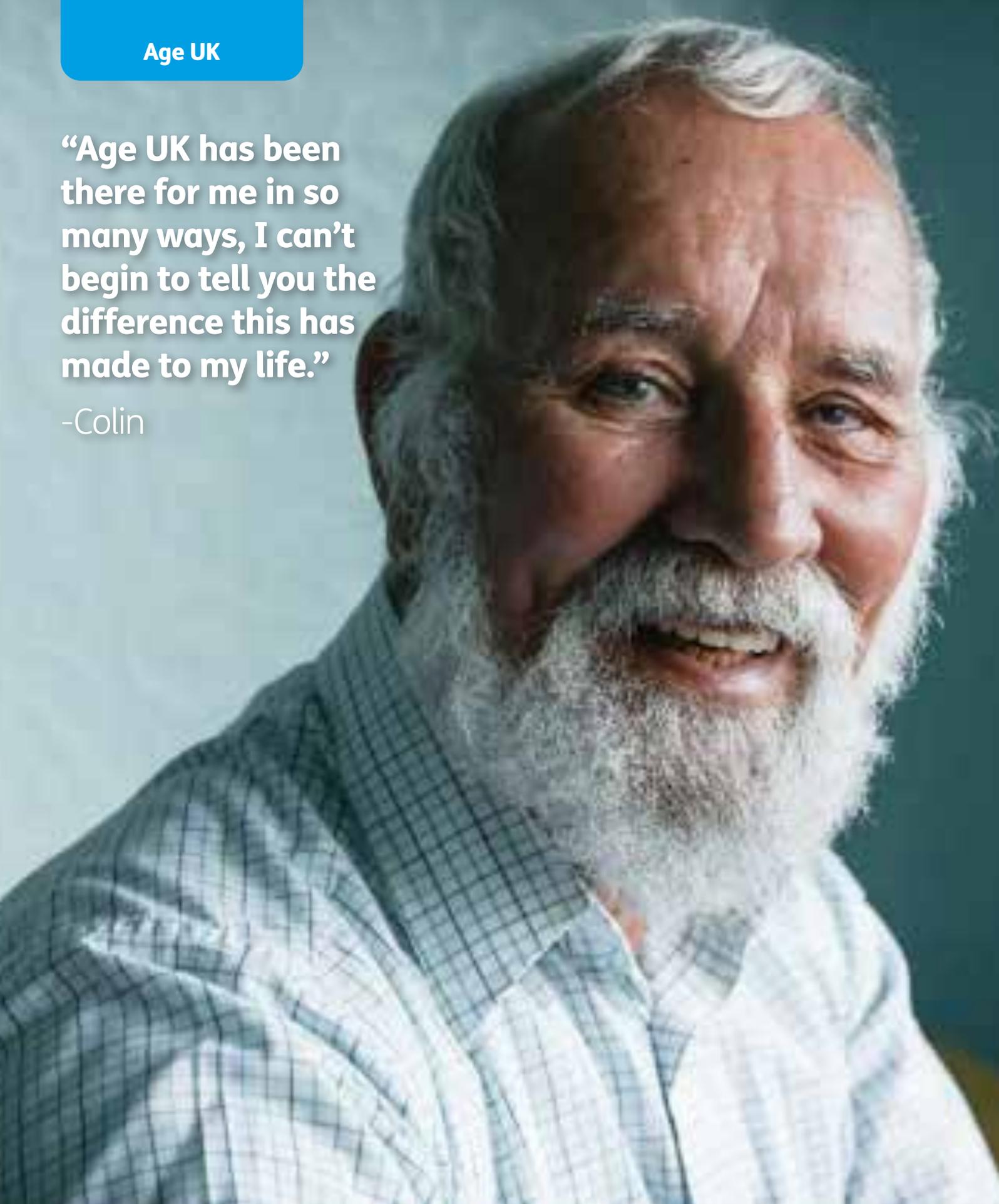
 Impactful

 Ambitious

 Inclusive

“Age UK has been there for me in so many ways, I can’t begin to tell you the difference this has made to my life.”

-Colin



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Colin is why we do what we do

“Nothing can prepare you for losing the love of your life. Or the terrible loneliness and feelings of complete emptiness that follow. When my beautiful wife Joan Ann died from cancer after 25 wonderful years together, in a cruel instant, I went from two to one.

My gorgeous wife had gone, but I would have given anything just to hold her hand and look into her eyes again. That first Christmas on my own was a particularly difficult time. Everyone else seemed to be enjoying the festivities, but it made me feel even more alone and an outsider.

It was Age UK that became my lifeline. Just having someone to talk to can make a world of difference. I first called Age UK’s advice line for some advice about money. They were so helpful and caring and must have sensed that I was lonely and needed someone to talk to. So they told me about the charity’s Call in Time befriending service too. I was paired with Pooja who calls me every week. We get on so well, she’s like another daughter to me. It made me feel like there’s light at the end of the tunnel.

Age UK has been there for me in so many ways, I can’t begin to tell you the difference this has made to my life.

As I know only too well, when you are just one, having the advice line and also someone to chat to about anything and everything, can be a lifesaver when they might otherwise feel at their loneliest and most desperate.”

Colin describes Pooja as his second daughter and ‘light at the end of the tunnel’. Colin speaks to Pooja weekly and has also started a counselling course to help other people in similar circumstances who might also be struggling.

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Volunteer Systems Manager



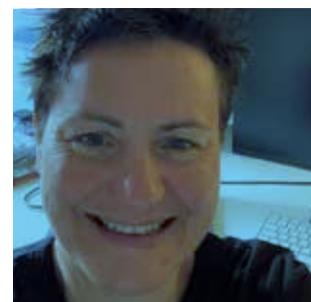
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The job, in a nutshell

This role will take ownership of the new volunteer system day-to-day operation, working closely with Volunteering and Digital & Technology support teams to maximise its potential and support a great volunteer and staff user experience. Initially, the postholder will focus on the internal and external roll-out of this system with national and local partner organisations. Once the system is established, the postholder will then focus their time on operational oversight and planning and delivering future improvements as sought by stakeholders. The volunteer system and by extension, the postholder in this role, will support over 700 volunteer managers and tens of thousands of volunteers to have a great experience with Age UK and the network of local partner organisations.

What you'll do for us:

- Lead day to day operation of the volunteer system, supporting users and maintaining quality and functionality of content and processes.
- Work closely with the People Team and Digital & Technology Team to plan and develop improvements to the volunteer system.



'One of the great things I love about working for Age UK is that we are a more complex organisation than people realise, so there are plenty of opportunities to develop your career and work on a variety of different and challenging projects.'

Liz Godden
HR BUSINESS PARTNER

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Volunteer Systems Manager



- Deliver user journey and field modifications as relevant in partnership with the Digital & Technology team.
- Liaise directly with stakeholders, both internal and external, to troubleshoot and resolve non-technical volunteer system queries
- Manage public escalated enquiries where related to the volunteer system.
- Use volunteer system data to prepare recurring and ad hoc volunteering reports.
- Deliver on-boarding and refresher training support to members of staff across Age UK and its network of Brand Partners, ensuring they are proficient users of the volunteer system.
- Work closely with the wider Volunteering team to ensure the Volunteering Hub is developed in line with the new volunteering strategy.

Must haves:

- Keen interest in the delivery of services, advocacy and support with and for older people.
- Understanding of volunteer involvement and management functions
- Experience managing diverse stakeholder groups and/or managing client relationships.
- Ability to support technical system development and/or implementation.
- Experience contributing to or leading project design and delivery.
- Experience delivering training on or support with digital systems to users.
- Ability to deliver basic analysis of report data.
- Experience with systems management (especially databases or CRM systems).
- Experience of managing an online platform.
- Familiarity with Microsoft Power Apps (especially the Volunteer Management Power App).

Great to haves:

- Experience using Azure Dev Ops, JIRA or equivalent.

Location

Hybrid – Ashburton or London

People management

No

Division

Shared Services - People team



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Volunteer Systems Manager



- Experience of working in a cross-discipline team in particular with colleagues from a digital and technology function.
- Understanding of agile practices.
- Experience with volunteer involvement or use of volunteer systems and programmes.
- Familiarity with quality assurance programmes or functions.
- Experience strategizing and/or advocating for process improvements.
- Understanding of federated organisations or structures.

Other details:

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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