



START SOMETHING

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Volunteering Manager	PAY BAND:
FUNCTION:	Delivery	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The volunteer management team is responsible for the recruitment, onboarding, training, supervision and support of our volunteers across England, enabling us to deploy volunteers to activities that best support our young people progress..	











WHERE YOU WILL FIT

Director of Delivery	Director of Delivery - England	Head of Volunteering	Volunteering Manager	Youth Development Leads
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Volunteers are integral in our mission to best support young people across the Trust. By deploying volunteers across activities including business mentoring, progression mentoring and delivery we are able to make a positive difference to the lives of young people.

WHAT WILL YOU DO?

-  Develop and deliver a country volunteer plan that ensures we onboard and deploy volunteers to the required delivery activities across England.
-  Liaise closely with delivery teams to ensure volunteer requirements are understood and priorities delivered that offer the best support that enables young people to progress.
-  Lead and inspire a team of Youth Development Leads to deliver a localised volunteer plans by setting clear objectives and effectively managing performance against targets set.
-  Ensure volunteers that are recruited complete all mandatory checks, induction and training, and that records are recorded for compliance and safety purposes.
-  Actively promote volunteering both internally and externally, creating a positive culture whereby volunteering opportunities within the Trust are understood and valued.
-  Champion and advocate Equality, Diversity, Inclusion (EDI) by encouraging positive change through the implementation of local action plans that supports our overall aims within EDI.
-  Ensure team members record volunteer interactions and engagement with young people, and ensure regular reporting is undertaken on the performance and KPIs across volunteering.
-  Ensure those volunteers onboarded and engaged align with our values, safeguarding and health and safety standards, and continually monitor performance across these areas.
-  Develop and deliver a plan that supports volunteer engagement, recognition and communications, connecting volunteers with our work across the Trust that celebrates their impact.
-  Work collaboratively with teams across the Trust to ensure volunteer plans align with our priorities, organisational strategy, and place based focus.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Involvement in volunteering, whether working with volunteers or through holding a volunteering role.	We have over 5,000 volunteers who are the longest serving and largest part of our team and play a critical role supporting our activities.
Excellent interpersonal skills with the ability to build effective relationships internally and externally.	You will need to work with colleagues and volunteers across The Trust, as well as external stakeholder organisations to achieve success.
Strong planning and organisational skills, facilitating effective resource utilisation and management of multiple priorities.	You will be responsible for implementing a volunteer plan to meet the needs of young people, maximising impact against budgeted resource.
Strong awareness and understanding of EDI agenda and ability to translate these into effective action.	You will be expected to support with the delivery of the EDI strategy and action plans supporting our aims of reaching more diverse communities, with a particular focus on volunteers.
Effective data analysis skills and ability to interpret complex information to improve delivery.	You will need to interpret and present insight and data on performance to continually monitor, evaluate and drive improvements and efficiencies across our services.
Experience	Why do we need this?
Managing a diverse team that could be based across multiple locations including driving a performance and accountability culture.	You will inspire your team Youth Development Leads to drive their own performance and that of our volunteers, ensuring compliance and increasing our impact on Young People.
Experience of developing effective volunteer networks and engaging with key stakeholders internally and externally to ensure high quality support to young people via our volunteer network.	The post holder will need to demonstrate their ability to manage a range of services that will be delivered through our network of volunteers.
Knowledge of Safeguarding, and Health & Safety practices and processes.	To ensure The Trust safeguards staff, young people, partners, and volunteers.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of working within the charity sector.	This is the sector we operate in, and prior knowledge would be advantageous, however, we have many colleagues who successfully join us from other sectors.
First-hand experience of the young people we help.	We expect you to have a deep understanding of the issues that young people are currently facing – if you have first-hand experience then it would be even better.






WHAT DO WE EXPECT FROM YOU?



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OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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Here at The Prince's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do You keep young people and our end goal in mind</p> <p>You build trust in others through reliability and holding self-accountable for success</p> <p>Resilient in the face of challenges, not taking constructive criticism personally</p> <p>You're authentic and bring unique talents to work, encouraging others to do the same</p> <p>You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities</p> <p>You take an entrepreneurial approach to improving how we do things</p> <p>You seek opportunities to enhance own development and build expertise</p> <p>You role model a positive and constructive approach to giving & receiving feedback</p> <p>You support others in adapting to change</p>	<p>You're approachable, clear and assertive</p> <p>You cascade important and relevant information to others clearly and swiftly</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>You listen to and empathise with others to understand the root of situations before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>You build and invest in relationships across The Trust</p> <p>You use awareness of how your own team fits within the wider organisation to find solutions</p>	<p>You translate The Trust's long-term vision and strategy into actionable plans & targets</p> <p>You take responsibility for making and implementing logical, data-based decisions</p> <p>You're flexible and responsive as priorities and requirements change</p> <p>You seek solutions and solve problems, empowering others to do the same</p>

THE WELFARE OF OUR YOUNG PEOPLE

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment we undertake basic disclosure checks in accordance with the Codes of Practice for all roles within the Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.