



Volunteering Programmes Manager

Thank you for downloading this Volunteering Programmes Manager job application pack and considering applying to work for Just Like Us.

This application pack contains both the job description and information on how to apply. Our recruitment process is based closely on the job description and person specification. We are looking for your ability and passion to do the role, so please read the specification in this pack carefully.

The application deadline is 23:00 on Monday 20 May 2024.

Interviews will be held on Tuesday 28 May. We look forward to receiving your application!

About Just Like Us

Just Like Us is the LGBT+ young people's charity. Founded in 2016, we work with primary schools, secondary schools and sixth form colleges across the UK to improve the lives of LGBT+ young people. To do that, we run three programmes:

- **Ambassador Programme:** We train LGBT+ 18 to 25 year olds to speak in secondary schools about growing up LGBT+ and allyship. We support our ambassadors to use their voice, develop skills and find community.
- **School Diversity Week:** We run the UK-wide celebration of LGBT+ equality in primary and secondary schools. We provide free educational resources to thousands of schools, making LGBT+ inclusive education accessible to all.
- **Pride Groups:** We help secondary schools set up and run lunchtime or after school clubs for LGBT+ and ally pupils to meet, learn and get support

Just Like Us is an Equal Opportunities employer. Our positions are open to all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We are keen to hear from underrepresented voices, particularly trans and non-binary, Black and/or PoC candidates.

Should you require this information pack in a different format, contact us at info@justlikeus.org and we will be happy to do so.

Summary of the role

Just Like Us is the LGBT+ young people's charity and works with thousands of schools and young people across the UK through its programmes. The Ambassador programme is a key part of our work at Just Like Us. This role will be key in ensuring that we have a growing community of LGBT+ young people aged 18-25 who volunteer with Just Like Us. We support them to:

- **Use their voice:** by delivering school talks, writing for the press and speaking on panels
- **Develop their skills:** through workshops and mentoring
- **Join a community:** volunteer with hundred of other LGBT+ young people

This role is critical to the delivery of this mission and will support the Head of Volunteering Programmes to meet the needs of our community of LGBT+ young people aged 18-25 and the schools that we work with.

This role will provide the successful candidate with a strong foundation for a career in the voluntary sector. We are looking for someone who is eager to learn, with strong organisational and administrative skills, and good communication skills to join a friendly, driven Programmes Team.

The Position

Salary: £33,900 p.a.

Permanent, full-time role

Holiday: 25 days (excluding statutory public holidays)

Working pattern: Please note that this role will require some weekend working with volunteers throughout the year, but we will always offer TOIL (time off in lieu)

Location: London (hybrid working - minimum two days a week in the office in London, with some travel around England, Wales and Scotland to deliver training)

Reporting to: Head of Volunteering Programmes

While the role won't be line managing any employees to begin with, we would expect that to change in due course.

What we offer all employees:

- **Pension contribution:** Just Like Us will match your pension contributions up to 6%
- **Flexible working:** Just Like Us currently offers a mixed home/office working model, enabling team members to work from home and in the office
- **Professional development:** We are committed to the ongoing professional development of all team members, with an annual training budget per person
- **Employee Assistance Programme:** Staff can access support in a range of areas, including (but not limited to) - counselling, stress, tenancy and housing, legal support and childcare
- **Extra day of annual leave:** For each year in post, team members gain an additional day of annual leave, up to a maximum of five

Volunteering Programmes Manager

Job Description

Strategic leadership

- Lead strategic short, medium and long term project planning across programmes
- Line manage direct reports, where applicable, to achieve their objectives, supporting their wellbeing and professional development
- Track and report on key programme performance goals
- Analyse internal and external data to identify trends, challenges and opportunities
- Meet and exceed performance goals and objectives
- Build and maintain relationships with schools, partners, and community stakeholders in the sector
- Employ a solution-focused approach and engage with professional development

opportunities as they arise

- Support the Senior Leadership Team to shape the strategy of Just Like Us
- Work-cross team to support the Head of Education with School Diversity Week and Pride Group programmes as required

Programme delivery

- Lead and manage the Ambassador and School Talk programmes, using project and programme management principles to deliver projects and programmes to time, to budget and at quality
- Develop our marketing and communication initiatives, coordinating emails and promotional opportunities to expand our reach
- Coordinate the recruitment of volunteers, the delivery of volunteer training and their engagement with volunteer opportunities
- Lead on the development and delivery of Ambassador training and resources
- Coordinate the delivery of the school talk programme including organising and managing volunteers, supporting schools and assisting with the bookings process
- Ensure volunteers to have a fulfilling and engaging experience when volunteering with Just Like Us, ensuring they feel recognised and understand the impact of their contribution
- Ensure programme effectiveness and impact by managing the monitoring and evaluation process, compiling annual reports and gathering case studies
- Represent the charity at conferences and events
- Streamline internal workflows and procedures to enhance efficiency and effectiveness
- Escalate any issues, monitoring risks and ensuring compliance with relevant regulations

Cross-team working

- Collaborate with colleagues in our Communications, Development and Education to deliver our charitable purpose
- Diversity, Equity, and Inclusion (DEI) Initiatives: Champion diversity, equity, and inclusion initiatives within the charity, promoting a culture that embraces and celebrates individual differences.
- Alongside the senior leadership team, support the development and implementation of DEI strategies to ensure the organisation's programmes and

workplace practices are inclusive and reflect the diverse communities it serves.

Safeguarding is a collective responsibility and all employees, volunteers, and stakeholders are expected to actively contribute to creating a safe and supportive environment for children, young people, staff, adults at risk and programme participants.

The listed role responsibilities are not exhaustive and employees may be required to take on additional tasks related to other organisational needs as and when necessary.

Person specification

Essential

- Understanding of LGBT+ communities and LGBT+ young people
- Skills in analysing data, compiling reports, keeping up to date records and streamlining processes
- Skills in time management and managing conflicting priorities
- Employs a solution-focused approach, escalating risks
- An understanding of ensuring compliance across GDPR and Safeguarding
- Experience of running projects and/or programmes, evaluating their effectiveness
- Developing effective relationships with different stakeholders (for example young people, corporate partners, colleagues)

Desirable

- Line management experience
- Experience of working with volunteers
- Experience of working with young people (aged 18-25 years)
- Experience working with systems such as Client Relationship Management, Event and email systems (for example, we use Salesforce, Google Drive, Zoom, Typeform, Eventbrite but experience with these is not essential)

How to apply

To apply for the role, please send an email to us with the title “Volunteering Programmes Manager Application” to info@justlikeus.org. Please attach your CV and answer the following questions:

- Why are you interested in working for Just Like Us? (max 300 words)
- Describe a programme or project you managed in the past with multiple outputs. How did you approach analysing its effectiveness and impact? (max 450 words)
- Give an example of a successful collaboration you facilitated between different stakeholders or teams. What strategies did you use and what was the impact? (max 450 words)
- Provide an example of a time where you have handled a situation where unexpected changes or challenges arose in a project or programme? (max 300 words)

Should you require this information pack in a different format, contact us at info@justlikeus.org and we will be happy to do so. If you'd like to send in a video answering the four questions above instead of a written response, you are welcome to.

If you have any questions about the role, please get in touch with us at info@justlikeus.org. Josh Buckland is the hiring manager for this role.

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We look forward to receiving your application!