



# Volunteering Programmes Officer

## Welcome

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

Our LGBT+ young volunteers are a key part of our work at Just Like Us. This role will be key in supporting our volunteers to develop their skills, use their voice and find community within our network. This new position will play an essential role in the recruitment, training of volunteers, providing them with support and opportunities.

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 20th April 2026**. We look forward to receiving your application!

## 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.

This role is critical to the delivery of our mission and will support the Volunteering Programmes Manager to meet the needs of our community of 350+ volunteers so that we can reach even more LGBT+ young people across the UK. The role will be working

across the Programmes Team, working on the [Ambassador Programme](#) and supporting the [School Talks](#) programme weekly.

This role is an entry-level position and 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.

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

## 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 several programmes:

- **Ambassador Programme:** We support our ambassadors to use their voice, develop skills and find community. They also deliver our School Talks programme to schools across the UK.
- **School Talks programme:** We train and support our LGBT+ 18 to 25 year olds to speak in secondary schools about growing up LGBT+ and allyship.
- **Pride Groups:** We help secondary schools set up and run lunchtime or after school clubs for LGBT+ pupils and their allies to meet, learn and get support, creating a safe space in every setting.
- **Resource Library:** We provide free resources to thousands of schools, making LGBT+ inclusive education accessible to all. This includes free e-learning for teachers to increase their confidence in creating LGBT+ inclusive educational settings.
- **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.

## The position

**Salary:** £28,886 p.a.

**Role:** Fixed-term contract for two years, full time.

**Holiday:** 25 days (excluding statutory public holidays)

**Location:** London (with hybrid working)

**Reporting to:** Volunteering Programmes Manager

## 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 hybrid model, enabling team members to work from home and at an office near Victoria
- **Professional development:** We are committed to the ongoing professional development of all team members, with an annual training budget and clear personalised pathway to help your career goals
- **Employee Assistance Programme:** Through Health Assured, a leading Employer Assistance Provider, 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

## Job Description

This role reports directly to the Volunteering Programmes Manager.

### Programme delivery

- Support the Programmes Team to deliver our programmes
- Good regular communication and reporting to the Volunteering Programmes Manager

- Manage the administration of our Ambassador and School Talk programmes. Including the recruitment, training, opportunities and engagement of volunteers
- Deliver Ambassador volunteer training on the weekend, in-person at different locations across the UK and online
- Act as a first point of contact for ambassadors on our programmes, answering questions, sharing new resources and encouraging participation. This includes supporting ambassadors with their direct questions, managing the group chats on a daily basis and inboxes
- Support the School Talk programme, including organising bookings with schools, organising volunteers, supporting schools, supporting the whole delivery
- Represent the charity at conferences, events, prides and fairs
- Ensure volunteers to have a fulfilling and engaging experience when volunteering with Just Like Us, that they feel recognised and understand the impact of their contribution
- Work collaboratively across teams to manage logistics and ensure the smooth running of Just Like Us programmes throughout the academic year.
- Support with the creation and development of resources for volunteers
- Assist the monitoring and evaluation of volunteering programmes by distributing surveys, collecting case studies and providing analysis of data obtained to evidence our impact
- Support our marketing and communication initiatives, writing emails and monitoring open rates
- Assist with the maintenance of our online databases and systems for confidential data
- Support programme effectiveness by contributing to improving internal workflows and procedures
- Escalate any issues, monitor risks and ensure 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 and ensures 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: experience, skills and attributes

### The applicant must:

- Be passionate about LGBT+ inclusion and be highly motivated to support us to grow
- Have excellent interpersonal skills and be a relationship builder with our volunteers who are LGBT+ young people across the UK aged 18-25
- Have good written and verbal communication skills
- Have excellent organisational and administrative skills, with great attention to detail
- Have a willingness to learn and develop
- Be able to travel across the UK, working some evenings and weekends to deliver ambassador training and oversee skill workshops for our volunteers
- Be able to work effectively both independently, as part of a team and across the organisation
- Be highly computer literate, willing to learn and use our database Salesforce quickly and proficient in using email, Google Sheets and Google Docs (or equivalent)
- Be able to work very effectively under pressure and meet tight deadlines

### Desirable but not essential

- Experience of working with and/or managing volunteers
- Experience of working with LGBT+ young people

## How to apply

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

- Why are you interested in working in this role at Just Like Us? (maximum 300 words)
- Describe a time when you delivered a service or programme and you had to balance different, or even conflicting, expectations in order to build relationships and/or resolve an issue? (maximum 450 words)
- Describe a programme or project you have worked on in the past with multiple outputs. How did you prioritise and manage your time? (maximum 450 words)
- What do you think are the most important skills for an effective facilitator, and why? Tell us about a time you demonstrated one of these. (maximum 450 words)

Should you require this information pack in a different format, contact us at [info@justlikeus.org](mailto: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](mailto:info@justlikeus.org). Lucy Everly is the hiring manager for this role.

**The application deadline is 23:00 on Monday 20th April 2026.**

Interviews will be held on Thursday 7th May and Friday 8th May 2026.

We look forward to receiving your application!