

## Volunteer Network Lead Recruitment pack



Nobody left out of learning

## About us

Shannon Trust is a charity that transforms lives by supporting people to learn to read and improve other basic skills. We believe nobody should be left out of learning. We operate in all prisons across England, Wales and Northern Ireland. We also work with a number of partner organisations in the community, supporting their service users to learn to read.

Over 50% of people in prison, and 16% in the community, have a literacy level below that of an 11 year old. Many cannot read at all. This means they have reduced access to education, training and rehabilitation programmes which could transform their lives, and give them hope for a better future outside of the criminal justice system

Many of our employees work remotely, with colleagues currently based in all parts of the country, from the North East to the South West and all points in between. We've always supported home working, so you can be assured we know how to make you feel welcome and part of the team. We also have prison based colleagues who do a fantastic job of growing our programmes in their prisons. We arrange in person meetings twice a year as a full staff team.

Our family friendly employee benefits includes flexible working, a generous holiday allowance, Employee Assistance Programme and employee discount scheme.

"I didn't think that at the age of 72 it was going to be worthwhile. I have now been reading for 2 years and enjoying it."  
Shannon Trust learner



# Our purpose, vision, mission and values

## Purpose

We support people in the criminal justice system to learn to read, and improve other basic skills so they can pursue wider opportunities and thrive in the community

## Vision

A future where everyone can experience the positive impact of learning

## Mission

To connect the power of volunteers, mentors and partners to offer a range of effective, accessible and flexible learning opportunities in prisons and the community

## Values

At Shannon Trust, we value:

### The individual

We are supportive and non-judgmental – with our learners, mentors, volunteers and each other. By focusing on learners' unique and individual needs, we can grow skills and confidence so they can reach their full potential.

### Collaboration

We can't achieve our vision alone, so we are resourceful and collaborative. By working with mentors, volunteers and partner organisations, we can ensure our programmes are widely accessible across the criminal justice system and communities.

### Inventiveness

We know reading can be the first step to transforming lives, yet we also recognise wider needs. Ambitious, energetic and creative, we take a learner-led approach to innovation to increase the breadth and impact of our work.

## Beliefs

We believe that...

- nobody should be left out of learning
- self-belief is essential to personal growth
- learning can increase confidence, transform lives and reduce reoffending

## Looking after our people

At Shannon Trust, we value great people that work hard and have the skills and abilities to make a difference. We know the work we do can be challenging, so we want to recognise and reward our team members for their dedication. Our employee benefits package puts you front and centre, so you feel valued working with us.

### Pay and other benefits



#### Living Wage employer

We are an accredited Living Wage employer.



#### Pension scheme

We will contribute up to 5% towards your pension, provided you contribute 7%.



#### Working from home

Employees that are required to work from home will receive an annual tax free allowance.



#### Reward Gateway

Our employee discount platform is available to all Shannon Trust employees.



#### Death in service

Should the worst happen, your nominated beneficiaries will receive a payment of 2 x your salary.

### Putting you first



Generous annual holiday allowance (30 days FTE).



Flexible working, subject to the requirements of your role.



We will pay for you to have an annual flu jab.



We will contribute up to £100 per year to support your mental and physical wellbeing.



You will have access to a confidential and independent 24/7 helpline with qualified counsellors and advisors.



We will pay for you to have a standard annual eye test and contribute £50 towards glasses or contact lenses if needed.



Once you've passed your probationary period, you will get 6 weeks of sick pay at full pay, then 6 weeks at half pay. We also support our staff with up to 5 days of paid compassionate leave, if it's needed.



In recognition of the importance of volunteering, you can take 2 days per year as paid leave to volunteer for other charities or voluntary groups.



We support parents and families with enhanced maternity, adoption and paternity leave, which is also available to same sex parents on the same basis.

Find out more about our [employee benefits on our website](#).

## Key information

Location: Homebased – with occasional travel

Reporting to: National Volunteering Manager

Hours: Full time (35 hours per week)

Salary: £30,000 - £33,000 per annum

## Role summary

As the Volunteer Network Lead, you will manage and co-ordinate our volunteer network across our Central, North and Northern Ireland region or the South of England and Wales region. Reporting directly to the National Volunteering Manager, you will be responsible for overseeing the recruitment, training, retention, and recognition of volunteers across various operational areas. You will champion volunteering across the organisation and provide support and guidance to operational staff who are responsible for the day-to-day management of volunteers.

## Our values

At Shannon Trust we value the individual. We are supportive and non-judgmental – with our learners, mentors, volunteers and each other.

We work with many people across the criminal justice system and beyond, supporting them to improve their basic literacy and numeracy skills. Developing those skills is critical in reducing re-offending and improving life chances. We want to take every step possible to encourage those with lived experience into employment.

We are an accredited 'Ban the Box' employer, meaning we do not ask applicants to declare convictions at the application or interview stage. We only ask for this information where necessary for the role, and not until after an offer of employment has been made.

If a role involves prison security vetting, it's important to acknowledge that this process can involve lengthy wait times for the vetting to be completed, particularly for candidates with lived experience. At Shannon Trust, we're here to stand by our candidates, offering support every step of the way.

## How to apply

- [find out more and apply](#) or email [hr@shannontrust.org.uk](mailto:hr@shannontrust.org.uk) to enquire.

Closing date: 8 April 2024

Interviews to be held: Wednesday 17 April and Thursday 18 April 2024 (online)



## Job description

### Volunteer Network Development

- Work with the National Volunteering Manager to develop and implement strategies for volunteer recruitment, retention and engagement
- Design and execute initiatives to enhance our volunteer culture and volunteering experience which align with organisational goals
- Contribute to the development and expansion of the volunteer network

### Recruitment and training

- Collaborate with operational staff to identify volunteer needs and develop appropriate roles and responsibilities
- Oversee and respond to volunteer enquiries and communication
- Coordinate the onboarding process for new volunteers, ensuring they receive appropriate training, orientation, and resources
- Provide support to operational staff regarding recruitment and induction processes, recording and good practice
- Design, deliver and coordinate comprehensive training for volunteers to ensure they are equipped with the necessary skills and knowledge to perform their roles effectively
- Lead on the creation of recruitment initiatives to attract a diverse pool of volunteers with the skills and competencies to support organisational need and objectives
- Develop partnerships with local communities to build the profile of the volunteer network and engage new volunteers

### Volunteer management support

- Provide administrative and central organisational support to volunteers
- Provide guidance and support to staff who manage volunteers, including assisting with induction, volunteer management support, and resolving issues
- Conduct regular check-ins and develop resources to support operational staff in their management of volunteers
- Develop and deliver training and resources to enhance the skills of volunteer supervisors, including effective communication, problem solving, and performance management
- Lead on Volunteer Hub volunteer roles and provide line management support

## Volunteer recognition and retention

- Champion volunteering throughout the organisation, cultivating a positive culture of engagement, recognition and appreciation through positive communications, engagement forums and learning and development opportunities
- Monitor volunteer satisfaction and support operational colleagues to implement measures to address any concerns or barriers to retention
- Co-ordinate events, awards, and other initiatives to celebrate volunteer achievements and milestones
- Work closely with the National Volunteering Manager to develop recognition and retention strategies and initiatives to ensure long-term commitment from volunteers

## Documentation and Reporting

- Maintain accurate records of volunteer information, including training and induction records
- Support operational staff to maintain accurate information regarding volunteering in their region
- Prepare regular reports for organisational leadership and stakeholders
- Ensure compliance with relevant regulations and standards governing volunteer management and data protection

## General

- To attend team meetings and undertake additional appropriate training as directed
- Perform additional duties as may be required to facilitate the continued smooth running of the Volunteer Hub and Shannon Trust

## Person specification

### Experience

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Proven experience in volunteer management, including recruitment, training and supervision, preferably at a regional or multi-site level</li> <li>• Demonstrated success in developing and implementing volunteer engagement practices that align with organisational objectives</li> <li>• Training creation, development, co-ordination and facilitation</li> <li>• Managing a wide range of relationships at different levels, including building partnerships in the community</li> <li>• Experience of working with diverse groups of volunteers, including different age groups, backgrounds and abilities</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in providing line management support and guidance to staff responsible for managing volunteers</li> </ul>

### Skills and abilities

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Excellent communication skills, both verbal and written, with the ability to engage and motivate volunteers and stakeholders and to adjust your communication style to different audiences</li> <li>• Strong interpersonal skills, with the ability to build and maintain positive relationships with volunteers, staff and external partners</li> <li>• Highly organised and detail-oriented, with the ability to plan and manage multiple priorities and deadlines</li> <li>• Problem-solving skills with the ability to effectively address issues and conflicts that may arise in volunteer management</li> </ul>	



## Knowledge and understanding

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Comprehensive understanding of best practices in volunteer engagement, including recruitment, on boarding, training, support and supervision and recognition</li> <li>• Knowledge of relevant legislation and regulations governing volunteer management, including health and safety, equal opportunities and safeguarding</li> <li>• Awareness of the potential challenges and barriers faced by volunteers and strategies for supporting them, such as providing support and managing conflicts</li> <li>• Understanding of the importance of equity, diversity, inclusion and belonging in volunteer management, with the ability to foster an inclusive and welcoming environment for volunteers from a range of backgrounds</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the reasons why adults might not be able to read , and the personal and practical barriers to engaging with education face by people in prison and the community</li> <li>• Knowledge and understanding of the criminal justice system</li> <li>• Familiarity with trends and developments in the charity sector and volunteerism, including innovative approaches to volunteer engagement</li> <li>• Knowledge of data management and reporting principles, with the ability to collect analyse and interpret volunteer related data to inform decision making</li> </ul>

## Technical and qualifications

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• IT literate with experience of using Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with volunteer management software</li> <li>• Experience of delivering online training via Zoom or Teams</li> <li>• Working knowledge of Moodle</li> </ul>

## Personal characteristics

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Passionate about volunteerism and making a positive impact in the community</li> <li>• Empathetic with a genuine interest in support and empowering volunteers to proceed</li> <li>• Collaborative and team-oriented with the ability to work effectively with colleagues across different teams and levels of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• </li> </ul>

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Integrity and professionalism with a commitment to upholding standards and confidentiality in volunteer management practices</li> <li>• Resilience and resourcefulness, with the ability to overcome challenges and setbacks while maintaining a positive attitude</li> <li>• Non-judgemental attitude and a commitment to anti-discriminatory and inclusive working practices</li> </ul>	

#### Circumstances

- The right to work in the UK
- Able to accommodate a home office or have access to other suitable office facilities
- Able to travel occasionally around the UK, including overnight stays