

Volunteer Manager

Responsible to:	CEO
Salary Band:	FTE £43,272.38 (Band 3 Level 1), Pro rata £25,963.43
Hours:	21 hours per week (3 days)
Contract:	Permanent

PURPOSE OF THE JOB

The Volunteer Manager will oversee the full volunteer lifecycle for Citizens Advice Westminster volunteers, ensuring an effective recruitment, training and development process that aligns with organisational needs and the service's learning and development strategy. This postholder will work closely with internal and external stakeholders to deliver an excellent volunteering experience which directly supports the objectives of Citizens Advice Westminster.

Accountability

The postholder is accountable to the Senior Management Team for the effective delivery of CAW's volunteer development strategy including ensuring that service delivery is supported by well trained, enthusiastic and supported volunteers in line with business requirements.

JOB DESCRIPTION

1. Volunteer Management and retention

- Develop and oversee the volunteering strategy for Citizens Advice Westminster
- Oversee the entire volunteer cycle, including recruitment, selection, training, induction, support, appraisal and exit, ensuring a smooth and effective process which meets organisational needs.
- Implement and maintain CAW's volunteer management policies and procedures with a strong focus on recruitment and retention of volunteers from Westminster's diverse local communities
- Manage and develop the Volunteer volunteer management platform
- Develop volunteer role descriptions to ensure that they are meaningful and aligned with organisational needs
- Provide ongoing support and guidance to volunteers as agreed by role and actively liaise with other staff line managing volunteers
- Ensure high volunteer engagement, with systems in place to effectively manage and support volunteers including volunteer recognition and reward programmes
- Foster an inclusive and supportive volunteer environment, ensuring equality, diversity, and dignity at work.

2. Training & Development

- In partnership with the service's Training Manager, develop and deliver induction and training for volunteers which is person-centred, interactive, and consistent with Citizens Advice Westminster's training and development strategy
- Ensure that the views and training needs of volunteers are incorporated into organisational learning and development plans
- Conduct regular progress reviews with volunteers to track development and identify areas for support
- Provide ongoing guidance, mentoring and support to new volunteers post-training until they are fully competent in their roles.

3. Quality

- Liaise with line managers overseeing volunteers to ensure quality standards are being met, feedback is being regularly given and required learning and development activity is being undertaken.

4. Team and partnership working

Working collaboratively is key to the success of our volunteer strategy:

- Act as a champion for volunteers and volunteering across the organisation, ensuring volunteers are appropriately supported and have meaningful and relevant work to do
- Collaborate with the management team to understand organisational need and ensure that trainee volunteers are receiving appropriate opportunities for coaching and practice
- Work closely with the Training Manager to ensure volunteer training is consistent with organisational training plan, collaborating in relation to paid staff training as appropriate
- Develop and maintain relationships with external volunteer sources, such as the local Volunteer Centres, to support ongoing recruitment particularly of Westminster residents and those with lived experience of advice.

5. General

- Keep up to date with Research and Campaigns issues and ensure relevant initiatives are promoted and integrated with volunteer activity
- Have a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion, with prior notification
- Willingness to work flexibly including from Citizens Advice Westminster outreach locations
- Abide by the Health and Safety guidelines of the organisation, having due regard for your own health and safety, and health and safety of others.
- Undertake any additional duties relevant to the role as required by the Line Manager.

PERSON SPECIFICATION

Experience	
1.	Managing, engaging and motivating volunteers at an organisational level including: developing and delivering volunteering strategies and leading recruitment, support and training within a community-based service.
2.	Supporting volunteers on a 1-2-1 basis, including learning & development, welfare, performance management and conflict resolution
3.	Ability to build positive relationships with community and educational organisations to develop opportunities for volunteer recruitment, development and partnership working.
Knowledge & Understanding	
4.	An understanding of the attributes required to volunteer in an organisation supporting vulnerable people from diverse communities.
5.	Understanding of the diverse ways in which people learn and the ability to develop tailored learning plans relevant to an advice setting
6.	Understanding of safeguarding principles
7.	A clear understanding of, and commitment to, the Citizens Advice Equality & Diversity policies, and the ability to incorporate this into all aspects of your work
Skills & abilities	
8.	Strong interpersonal skills, with a proven ability to listen, work with and lead groups, work in teams and build strong relationships
9.	Excellent written and verbal communication skills, including public-speaking and training delivery
10.	Proven ability to plan and organise one's own work to deliver high standards to agreed deadlines whilst being flexible enough to adapt to changing priorities and organisational needs
11.	Good IT skills and working knowledge of digital tools including working with Teams/ Zoom, Microsoft Word, excel and the ability to utilise data management systems.