JOB DESCRIPTION

JOB TITLE: Volunteer Manager
DEPARTMENT: Client Services
REPORTS TO: Director of Client Services
JOB GRADE: 3

NATURE AND SCOPE OF JOB

This role is a twelve month project assignment; the role of the Volunteer Manager (VM) is to develop and implement a sustainable volunteer strategy at The Prince’s Initiative for Mature Enterprise (The Prince’s Initiative) where volunteers form an integral and effective role in the delivery of The Prince’s Initiative objective to support the over 50s in setting up their own businesses.

The volunteer network extends across England and Scotland with current delivery focusing in the North, Midlands, London and the South East.

The Volunteer Manager will work closely with the Director of Client Services, Regional Development Managers and a project team (until 31st August 2013) of a number of Development Executives to put in place a cohesive infrastructure of motivated volunteers principally Mentors and Mentor Co-ordinators.

The main objectives of this post are to:

- Develop an agreed Volunteer Policy which identifies the role that volunteers will play on the achievement of The Prince’s Initiative’s strategic goals.
- Develop and implement structures, systems and procedures to support volunteers in line with the agreed Policy. This is to include but is not limited to:
  - Recruitment.
  - Induction.
  - Training.
  - Deployment
  - Mentoring and Quality Assurance.
Performance and impact measurement.
Communication with and from new and existing volunteers so that they feel involved and motivated to continue volunteering with The Prince’s Initiative.

- Recruitment of a workforce of volunteers to include volunteer mentors, mentor coordinators and other defined roles to support The Prince’s Initiative clients in their journey to self-employment.
- Implement a sustainable structure of volunteer engagement which will outlive the project life and meet industry ‘best practice standards’.

Success will be measured by:

- Positive feedback from volunteers and related stakeholders reflecting that The Prince’s Initiative is a great organisation which they would wish to volunteer for.
- Successful achievement of an appropriate volunteer management standard (to be confirmed).
- Achieve new corporate partnership arrangement for volunteers (e.g. BBA).
- Number of volunteers recruited, inducted, trained, deployed.
- Number of Clients successfully matched with mentors.
- Retention of Volunteers.

LOCATION OF RESPONSIBILITIES AND WORK OFFICE LOCATION

1. The post-holder will be responsible for a network of volunteers throughout England and Scotland.
2. The post will be home based
3. Candidate will ideally be located within our current core areas of delivery North, Midlands or London/South East.

SIGNED

On behalf of the employer: ________________________________

Date: __________________________________________

Jobholder: ______________________________________

Date: ______________________________________
PERSON SPECIFICATION

JOB TITLE
Volunteer Manager

DEPARTMENT
Client Services

REPORTS TO
Director of Client Services

JOB GRADE
3

Qualifications
Must be educated to a minimum of “A” level standard

Skills & Personal Attributes

Suitable candidates will be able to demonstrate the following:

Essential characteristics

* Demonstrable capability in the development of Volunteer Engagement Strategy
* Experience in the recruitment, induction, motivation and management of volunteer workforce
* Demonstrable capability in Project Management
* Knowledge of the business start-up support, enterprise and/or welfare to work sectors
* Experience in the arrangement and delivery of events or training.
* Ability to demonstrate positive outcomes through team working.
* Strong communication skills, both orally and in writing, with an ability to communicate at all levels.
* Ability to work under pressure and to demanding deadlines, and to prioritise a complex workload.
* Competence in a range of information technology applications including Microsoft 2007 Word, Excel, Powerpoint. Salesforce or other CRM database experience will be an advantage.
* Support for The Prince’s Initiative’s aims and objectives and an ability to respect our clients, partners and stakeholders.
- Flexibility to work extended hours on occasion during times of peak activity.

Desirable characteristics

- Knowledge of the issues implied by the ageing population and experience of working with people facing economic disadvantage.
- Experience of working in a range of organisational sectors.
- Knowledge of charitable organisations and the legal framework within which they are governed and managed.
- Current full driving licence and access to private vehicle for work purposes and across working hours.
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SALARY: £28-£30k

CONTRACT TERM: 12 months

EXPENSES: The charity will reimburse all legitimate expenses necessarily incurred in the performance of the role, within the conditions of the Charity’s Expenses Policy

PAY FREQUENCY: Monthly

HOURS OF WORK: 35 hours per week - plus additional as required. 9:00 am to 17:00 pm (Monday to Friday)
Core hours are between 10.00 a.m. and 16.00 p.m.

NOTICE ENTITLEMENT: One month

BENEFITS:

HOLIDAYS: 25 days per annum pro-rata

PENSION: Contributory matched scheme. Employer contributions to a maximum of 5%

LIFE ASSURANCE: 2/4 times salary dependent upon personal pension arrangements