



**Volunteering Manager**

**Recruitment pack**

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## AUKEL: Our vision, values and strategy

### Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

### Strategy

We have launched an ambitious new five-year strategy which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

*Be independent,*

*Be connected,*

*Be informed and*

*Be heard.*

All our service delivery ambitions are clustered under these four headings.

### Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

*Kind*

*Accountable*

*Collaborative*

*Flexible*

*Inclusive*

### We are committed to equity, diversity and inclusion

Age UK East London is committed to **Equity, Diversity and Inclusion (EDI)**, we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people we want to see better represented in our organisation - people of colour, LGBTQ+ people and disabled people.

# About Age UK East London (AUKEL)

## The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney, Waltham Forest and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

## Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

## How we help:

### 1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

### 2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

### 3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

### 4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

## About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/> , and here's a picture of a few of us at our EID celebration in April 2024



## **Job Purpose**

To improve and strengthen the organisation's volunteering programme by putting clear policies, systems and processes in place, so managers can confidently recruit, welcome, support and keep volunteers in their own teams.

To develop our volunteering offer by strengthening volunteer recruitment, support and retention, while increasing the diversity of our volunteer pool and removing barriers to participation for underrepresented communities. This includes support managers to create meaningful, accessible opportunities that reflect the communities we serve.

To ensure volunteers are effectively integrated across organisational services, providing valuable support to staff teams and enhancing service delivery. The postholder will promote a positive culture of volunteering, ensuring volunteers feel valued, included and well supported.

There will be a lot of opportunity to make your mark, deliver change and support a very willing and enthusiastic team to develop together. We'll expect a great deal of you but in return you'll be well supported, invested-in and given lots of opportunity to learn and grow as an organisational leader.

## Job description

### Key Tasks

- € Lead the ongoing development of the organisation's volunteering programme, ensuring it is effective, inclusive, well-managed and aligned to organisational priorities.
- € Develop, review and implement volunteering policies, procedures, guidance and quality standards to ensure a consistent approach across all services.
- € Promote a positive culture of volunteering across the organisation, ensuring volunteers are valued and their contribution is recognised.
- € Provide training, coaching, guidance and practical tools for staff who manage volunteers, building confidence and capability across teams.
- € Oversee organisation-wide volunteer recruitment systems and campaigns, ensuring accessible, inclusive and efficient recruitment pathways.
- € Lead volunteer engagement, recognition and feedback activity to improve satisfaction e.g. Volunteer Survey and Volunteer Awards.
- € Develop initiatives to widen participation and increase volunteer diversity, particularly among older people and those from the global majority.
- € Ensure volunteering activity meets safeguarding, GDPR, health and safety, DBS and other relevant legal and regulatory requirements.
- € Maintain accurate volunteer records, systems and reporting processes, to produce regular reports on volunteer recruitment, diversity, engagement, retention and impact, using data to drive improvements.
- € Lead the renewal and maintenance of the Investing in Volunteers accreditation or equivalent quality standards.
- € Directly manage the befriending volunteering service, ensuring safe, effective and high-quality delivery.
- € Provide direct support in complex volunteer matters, escalations or organisational issues where required.
- € Work with colleagues to develop corporate volunteering and external partnership opportunities.

### General

- € To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.
- € To carry out the duties of the post in accordance with Age UK's East London's policies and procedures including EDI, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.

<b>Other</b>	
<ul style="list-style-type: none"> <li>€ To undertake any other duties within the competence of the post holder as may be required from time to time for the smooth running of AUKEL.</li> <li>€ To carry out the duties of the post in accordance with AUKEL's policies and procedures including: Equity and Diversity, Health &amp; Safety, Confidentiality, Complaints, Data security, Safeguarding.</li> <li>€ Participate in learning and development opportunities and take responsibility for identifying your own learning needs.</li> </ul>	
<b>Functional links</b>	
<ul style="list-style-type: none"> <li>€ The role reports to the Head of People</li> <li>€ A close working relationship with Heads of Service and Director of Services is required.</li> </ul>	

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Experience, Knowledge &amp; Understanding</b>	<ol style="list-style-type: none"> <li>1. Experience and knowledge of managing volunteer programmes, including recruitment, onboarding, engagement, support and retention, in line with good practice.</li> <li>2. Experience of managing staff and/or volunteers, with strong leadership and motivational skills.</li> <li>3. Experience of improving systems, processes or services, with the ability to identify practical solutions and drive continuous improvement.</li> <li>4. Excellent communication and relationship-building skills, with experience of working collaboratively across teams to embed volunteering and promote good practice.</li> <li>5. Good digital and analytical skills, including Microsoft Office and CRM/database systems, with the ability to monitor KPIs, manage</li> </ol>	<ul style="list-style-type: none"> <li>€ Experience working with older people, carers or within health, social care, or community-based services.</li> <li>€ Experience designing and delivering initiatives to increase diversity in volunteering, particularly engaging underrepresented groups (e.g. global majority communities, older people).</li> <li>€ Experience of corporate engagement and partnership development, including</li> </ul>

	<p>records and produce clear reports.</p> <p>6. Knowledge of safeguarding, GDPR, confidentiality, equality legislation and health &amp; safety requirements relevant to volunteering.</p> <p>7. Strong organisational skills, with the ability to manage competing priorities and meet deadlines.</p> <p>8. Ability to train, coach and support staff and volunteers.</p> <p>9. Commitment to AUKEL values: Kind, Accountable, Collaborative, Flexible and Inclusive.</p> <p>10. Understanding of how to implement inclusive approaches that increase participation among underrepresented groups, including older people and Global Majority Communities.</p>	<p>representing an organisation externally.</p> <p>☒ Experience of leading or renewing Investing in Volunteers accreditation.</p> <p>☒ Knowledge of local communities (e.g. East London) and barriers to participation, with the ability to design inclusive opportunities.</p> <p>☒ Strong facilitation, presentation and training design skills.</p>
<p><b>Additional Requirements</b></p>	<ul style="list-style-type: none"> <li>• This post is subject to the relevant check through the Disclosure &amp; Barring Service (DBS)</li> <li>• Flexibility in working hours to meet organisational needs.</li> </ul>	

### Selection process

Criteria assessed in application: 1,3,5,6,10,11,12,13,14

Criteria assessed at interview: 1,2,3,4,5,7,8,9,10,15,16

The selection process will include a panel interview and a task.

### Additional info

- This job description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.
- Should you be successful in this role this job description will not form part of your terms and condition

We are particularly interested in candidates who understand the communities we serve. As such, we are especially keen to hear from applicants who live in, or have strong connections with, Hackney, Tower Hamlets, or Newham.

We are also committed to increasing the diversity of our management team in line with our organisational EDI objectives. We therefore strongly encourage applications from Global Majority candidates (including Black, Asian, and other groups previously described as “ethnic minorities” or ‘BAME’).

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don’t meet every single aspect of the job description, please still apply.

## Employment Details

### Contract type

Permanent post for 28 hours per week. We welcome applications for flexible working including reduced hours.

### Location

The post holder will be expected to base themselves across our 4 main sites as the role requires. These are located at:

- € Head Office, 82 Russia Lane, London E2 9LU
- € Marie Lloyd Centre, 329 Queensbridge Rd, London E8 3LA
- € Merchant Street Hub, Bow Road Methodist Church, 1 Merchant Street, Bow, London E3 4LY
- € 655 Barking Road, London E13 9EX

### Salary

This is a Grade 5 role: £37,580 and rising to £40,670. Starting salary dependent on experience. Plus 5% employer pension contribution.

Annual inflationary award pending.

We have recently introduced a salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

### Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

**Conditions of employment**

The job offer is subject to the receipt of two satisfactory Employment References, a DBS Check and evidence of relevant Qualifications.

## How We Value Our People

Below is a summary of the work and steps we take as an organisation to develop and care for our team. Please feel free to enquire for more details.

**Learning and development** - We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing.

**Flexible working policy** - we welcome flexible working requests from day one..

**Family Friendly Policy** - includes maternity, paternity, adoption and shared parental leave

**Sick leave policy**

**Death in service insurance**

**Menopause and menstrual policy**

**Open Door policy**

**Wellbeing policy**

**Other benefits – cycle to work scheme, various discount schemes, employee assistance programs**

### How to apply

To apply, please complete the application form on [our website](#)

### Recruitment Timetable

Deadline to receive applications: 11.59pm Wednesday 10<sup>th</sup> June

1st stage interviews: Thursday 18<sup>th</sup> June

2<sup>nd</sup> stage interviews (in person at one of our community venues): Friday 19th June

**Have any questions?** If you want to find out more about the recruitment process or the role, please contact Bryan Precious, Head of People by emailing on: [bryan.precious@ageukeastlondon.org.uk](mailto:bryan.precious@ageukeastlondon.org.uk)