

Job pack

An abstract background graphic consisting of several overlapping diagonal bands of color. From top-left to bottom-right, the colors are dark blue, bright blue, magenta, orange, lime green, and a small sliver of dark green at the bottom left.

Volunteering Manager

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of just over £1.2m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with around 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 100 volunteers. Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are also a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

We use a recruitment platform called Hireful to provide a smooth candidate experience - [click here to apply](#). Candidates are invited to apply by uploading a CV and supporting statement.

Your supporting statement should relate to the person specification for the role in order to give you the best opportunity to provide clear examples of your experience that demonstrate your skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte Butcher, Business Support Officer:

charlotte.butcher@ageuksutton.org.uk
07577 130549

Please note that CVs not accompanied by a supporting statement will not be considered.

Closing date for applications: Midnight, Sunday 10th October 2021

Interviews will be held week commencing 18th October 2021

The Role:

Volunteering Manager

Full time 37.5 hours per week (some evening and weekend working required)
£27,000 - £29,000 (dependent on experience)

Role Purpose

Age UK Sutton is seeking to appoint a Volunteering Manager to manage the Age UK Sutton Community Connectors programme and to lead volunteering development across the charity. You will play a critical role in enhancing Age UK Sutton's work with volunteers, the impact we have, and the experience we offer.

Volunteering development and leadership:

Over the last year, Age UK Sutton has undertaken an intense programme of volunteer infrastructure development, providing the successful candidate to build on a strong foundation, developing the vision and impact for volunteering at Age UK Sutton.

You will champion volunteering, and continue the charity-wide volunteering development plan to ensure quality and good practice are understood and followed whenever volunteers are involved.

In this role you will support teams to recruit, train, and support their volunteers, overseeing quality of delivery and ensuring all Age UK Sutton volunteers have a positive experience of their role with us.

Managing the Community Connectors Programme:

Alongside supporting colleagues to develop volunteering in their teams, and leading overall volunteering development, you will be directly responsible for our flagship volunteering programme, Community Connectors. The programme helps to reduce social isolation and enable the development of social connections at each person's pace to meet their self-defined goals. This is delivered through a blend of telephone contact, home visits, and support to engage with community activities and groups, all delivered by volunteers who have been trained to enable independence, and carefully matched to their clients. You will line manage the Community Connectors programme officer, supporting them to recruit, supervise, and support volunteers in the service, and overseeing the evaluation and development of the service.

How volunteering supports Age UK Sutton:

Age UK Sutton offers a number of services that are delivered with the support of volunteers through various teams, such as:

Our Community Support Volunteers provide information, advice, and support as part of our Community Support team. They operate from our office in Sutton, and in the community conducting home visits and supporting community based advice clinics and learning events for older people

Our Home from Hospital Service volunteers support people newly discharged from hospital, and offer a 4-week programme to provide reassurance and essential practical support to help stay independent, safe and well, and to connect them to other service available in Sutton.

Our office volunteers support day to day reception, administration, and finance functions.

Our activities volunteers lead and support community wellbeing activities such as postural stability classes, walking groups, choirs and social groups.

We are ambitious to further develop volunteering, to support a wider range of services, and to contribute to our support functions such as marketing, fundraising, and evaluation. We are also committed to continuously improving the experience we offer to volunteers, and to embedding principles of equality, diversity, and inclusion in our volunteering practice.

Due to the nature of our volunteering services and training programmes, some of which operate at the weekend, you will be occasionally required to work on a weekend or in an evening. We do not anticipate this becoming a regular expectation.

Responsible to: Head of Community Support

Based at: Age UK Sutton Offices, 1 Carshalton Road, Sutton SM1 4LE

Main duties and responsibilities (role profile)

Management of Age UK Sutton's Community Connectors Programme (40% of role)

- Directly manage and develop Age UK Sutton's Community Connectors programme
- Support the Community Connector team to manage the client/volunteer relationships
- Oversee quality and compliance in the service, including the client and volunteer journey, the matching process, assessments and reviews
- Monitor and report on impact, outcomes and quality of the programme
- Create and implement a long term development plan for the Community Connectors programme at Age UK Sutton
- Ensure that delivery meets requirements of grants and commissions which fund the programme

Development and coordination of other volunteering activities (25% of role)

- Advise service leads on effective volunteer role development, recruitment, and support
- Coordinate a high quality general volunteer induction, training and engagement programme and support teams to develop role specific training and development
- Maintain a volunteer database to manage and monitor volunteer recruitment, deployment, and supervision and support colleagues to use this effectively
- Develop and deliver a programme of promotional activity that maximises Age UK Sutton's profile, reputation, and relationships in relation to volunteering, and ensures a consistent pipeline of high-quality volunteers

Championing Volunteering and promoting Quality and Good Practice (25% of role)

- Maintain and develop the charity-wide volunteering plan
- Keep up to date with changes in legislation, policy and practice as they affect the work of Age UK Sutton's volunteers
- Produce and review policies, procedures and guidelines that support safe and effective volunteering
- Devise and oversee evaluation of impact of volunteers in the charity, adopting a 'continuous improvement' approach
- Take responsibility for safeguarding, and risk management relating to volunteering, ensuring that compliance activity is carried out and recorded
- Act as in-house volunteering expert, supporting and training colleagues and troubleshooting where required
- Champion equality and diversity as a cornerstone of good practice in volunteering
- Actively promote the impact of volunteering internally and externally

Management Duties (10% of role)

- Be a fully participating member of the Leadership Team, working with colleagues to identify opportunities for innovation, efficiency, and improvement.
- Champion and demonstrate through action a commitment to the Vision and Mission of the charity, supporting and challenging others to do the same
- Make decisions and judgements, and problem solve to address challenges, within agreed boundaries, identifying and implementing changes that improve outcomes

- Regularly report on plans, activity, impact and insight, to the senior team, peers and the wider organisation
- Carry out the duties of the post in accordance with AUKS's policies and procedures including: Equality and Diversity, Health & Safety, Confidentiality, Complaints, Data security, Safeguarding Adults at Risk
- Attend staff meetings, supervision, training and development
- Participate at Age UK Sutton events including occasional weekend and evening activity
- Undertake other general duties as may be deemed necessary by Age UK Sutton

Person Specification

	Skills/experience	Essential/ Desirable
Managing the Community Connectors programme (40% of role)	Experience of delivering services for people with a range of needs, with a demonstrable ability to communicate with a wide range of users of those services	E
	Experience of recruiting, supporting and training volunteers	E
	Proven track record of working on own initiative, solving problems creatively	E
	Excellent interpersonal skills including good listening skills and the ability to influence and motivate volunteers	E
	Experience of carrying out needs assessments with users of services	D
	Experience of working to agreed delivery targets, monitoring outcomes, project evaluation and report writing	D
Development and coordination of other volunteering activities (25% of role)	Excellent interpersonal skills, with the ability to coach, support and influence colleagues to achieve shared goals	E
	Highly capable of managing multiple priorities and stakeholders	E
	Excellent organisational and record keeping skills	E
	Experience of using evaluation to drive continuous improvement and development	E
	Experience of promoting a service or product demonstrating its benefits to achieve agreed engagement goals	D
	Experience of developing and delivering training programmes	D
Championing volunteering and promoting quality and good practice (25% of role)	Good experience of planning and project management with evidence of positive outcomes	E
	Experience of working to, or developing, a volunteer management programme	E
	Good level of capability in using research and insight from a wide range of sources to inform and deliver best practice	E

	Good knowledge and understanding of safe working practices for volunteers, including safeguarding	E
	A demonstrable commitment to equality and diversity and understanding of good practice in this area	E
Management Duties (10% of role)	Experience of problem solving and making decisions and judgments based on sound analysis	E
	Experience of supporting and supervising the work of others (peers, volunteers, and/or direct reports)	E
	Experience of acting as a member of a management team	D
	Experience of managing a budget and operational plan, providing reports and updates to internal stakeholders at all levels	D
Additional skills	Highly competent with electronic communications, word processing, excel and databases	E
	Highly motivated and flexible, reliable, and good team player with the ability to work independently	E
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton	E