

Job Title	Volunteer Engagement Manager
Reports to	Director of Services
Salary	£34,000-£36,000
Hours	35 hours per week
Location	Hybrid working with frequent travel required across Herefordshire and Worcestershire

Purpose

Volunteers are essential to everything we do at Age UK Wyvern. Our volunteers help us change loneliness into connection, worries in to answers and even old clothes into much needed funds that keep our services running.

The Volunteer Engagement Manager will work across all aspects of volunteer management including recruiting, interviewing, training and retention through the creation of a supported and rewarding volunteering experience.

You will work collaboratively, with teams across the organisation to ensure the volunteering supports the charities strategic aims.

Key Responsibilities

- Lead on the development of Age UK Wyvern's volunteer strategy in line with organisational goals
- Lead on the implementation and subsequent roll out of Age UK Wyvern's Volunteering Hub
- Work cross organisationally to create a framework and suite of tools to enable the volunteer recruitment, induction and ongoing support programme
- Ensure that the Age UK Wyvern Volunteering offer is highly regarded, accessible and welcoming
- Increase the number of people engaged with Age UK Wyvern's volunteering opportunities, working with the marketing team to create compelling recruitment campaigns
- Working in conjunction with HR colleagues, ensure the organisations safer recruitment process aligns with the volunteer recruitment process
- Create a reward and recognition programme as part of the volunteering experience

- Create a centralised, motivating volunteering induction programme, working cross organisationally to ensure that a local induction process to support the specific role takes place.
- Work with colleagues to ensure that volunteers have access to and complete mandatory and operational training
- Develop communication pathways to ensure that our volunteers understand the aims, mission and values of the organisation and have regular opportunities to feedback ideas and development
- Develop a Volunteer Policy and work cross organisationally to develop and implement local procedures.
- Implement, collate and report on monthly volunteering data in order to refine our volunteering impact measurement.
- Ensure you are actively engaged with peer networking groups across the sector to keep abreast of best practice and to future proof our volunteer offer.

Organisational Responsibilities

- To undertake other responsibilities and duties as may be required by your line Manager within the level and grading of your post
- Be an ambassador for Age UK Wyvern, strengthening its profile within the community
- Support Age UK Wyvern at relevant local events to promote our volunteering opportunities
- Commit to occasional working outside of core hours to attend meetings and events
- To undertake relevant training as required by the organisation and as agreed with your Line Manager
- To work within the policies, procedures and quality frameworks adopted by Age UK Wyvern

Personal Specification

Essential	Desirable
Qualifications	
Educated to GCSE level above, or demonstrable ability to work at this level	Volunteer Leadership or Development qualification
A full driving license and willingness and ability to drive for work purposes	
Experience	
Experience of working in a volunteer engagement capacity	Experience of working in the charity or not for profit sector
Experience of building and managing a volunteering management system	Experience of working as part of a management team
Experience of Microsoft office packages to include: Powerpoint, Excel, Teams, Word	
Experience of creating and delivering training	
Skills	
High level of IT literacy	
Excellent communicator, both written and oral	
Exceptional organisational skills	
Ability to manage change and to manage changing priorities	
Ability to work to deadlines	
Ability to manage difficult situations	
Ability to analyse and present data	
Knowledge	
Knowledge of safeguarding and volunteer management legislation	
An understanding of the current and emerging needs of older people	
Good knowledge of Herefordshire and Worcestershire's geography	
Knowledge of the best practice sources for volunteer management such as NCVO	