



## Job Description

<b>Role:</b>	Volunteer Manager
<b>Reporting to:</b>	Operations Manager
<b>Direct reports:</b>	N/A
<b>Budget responsibility:</b>	N/A
<b>Location:</b>	140 Grosvenor Road, St Pauls, Bristol, BS2 8YA.

**Job purpose:** Responsible for ensuring that One25 has a sufficient number of skilled volunteers to support our operations. She will oversee all aspects of the administration of volunteering and oversee the volunteer experience so that volunteers understand how they fit into One25, feel valued and are motivated, trained, developed and fulfilled by their volunteering.

### Job accountabilities:

1. To support One25s Operations Manager to understand One25s current volunteer base and therefore plan ongoing volunteer recruitment, development and training of Volunteers and team leaders to meet future operational needs
2. To manage the recruitment process of volunteers for all of One25 front line services and oversee the recruitment of office based volunteers in line with One25 policies
3. To ensure One25 maintains appropriate records for all volunteers and volunteer activities
4. To organise all volunteer training and development sessions as agreed with One25 Operations Manager, ensuring that they are of a high standard
5. To organise all drop-in and outreach rotas, actively seeking appropriate and full teams for shifts
6. To be the first point of contact for volunteers and or for staff in the case of any concerns or complaints between staff and volunteers
7. To manage day to day communications with volunteers and prospective volunteers via the [iwanttovolunteer](#) and volunteer inboxes

8. To develop relationships with Volunteers and motivate, inspire and value them through initiatives such as volunteer newsletters, celebratory events and Volunteers Week
9. To manage One25s systems so that volunteer management can continue seamlessly in her absence.
10. To liaise with the organisation support team, organising volunteer drivers to ensure that the outreach van is serviced and maintained
11. To take part in occasional shifts in drop-in, Peony and van outreach.
12. To carry out any other ad hoc duties that reasonably fall within the remit of this role.

**Measures for the role:**

- Less than 5% of front line shifts are cancelled due to lack of volunteers
- One25 has at least 25 Van Team Leaders and 25 Van Drivers
- One25 has at least 12 Drop-in Team Leaders
- All volunteer emails are responded to within 1 working day
- All prospective volunteer enquiries are responded to within 3 working days
- Positive feedback from training evaluations, exit interviews and Volunteer surveys
- 4 x sessions of Van Team Leader, Van Peer Supervision and Drop-in peer supervision per year

**Any other relevant information:** Able to attend volunteer events outside of normal working hours in the early evening and also able to do occasional One25 Outreach shifts (9pm til midnight).

**Manager signature:**

**Employee Signature:**

**Date:**

**Date:**

**Date last reviewed:**

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	A Levels or equivalent qualifications	Maths GCSE or equivalent
<b>Experience</b>	<p>Experience of volunteering or working with volunteers</p> <p>Experience of organising and facilitating events</p> <p>Experience of presenting to groups.</p> <p>Experience of designing and delivering appropriate training sessions</p>	<p>Experience of working in the voluntary sector</p> <p>Experience of working for an organisation that supports individuals with complex needs such as addiction, domestic violence, homelessness, poor mental / physical health and or street sex work.</p> <p>Understanding of employment law</p>
<b>Skills</b>	<p>IT literate including intermediate Word, Excel, &amp; Powerpoint skills</p> <p>Able to present confidently to large groups</p> <p>Able to plan and manage rotas</p>	
<b>Competencies/Behaviours</b>	<p>Person centred approach</p> <p>Good team work skills</p> <p>Great interpersonal skills</p> <p>Analytical approach, able to organise and interpret data</p> <p>Well organised with good time management skills, able to prioritise and manage own work to meet multiple deadlines whilst maintaining good attention to detail</p> <p>Able to motivate and inspire others</p> <p>Positive can do attitude</p>	

	<p><u>Requirements for all One25 staff</u></p> <p>Continually seeks to improve performance organisationally and personally</p> <p>Ability to form and maintain good working relationships with colleagues</p> <p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p> <p>Ability to be an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>To operate in line with One25's core competencies and values: Core values:</p> <ul style="list-style-type: none"> <li>• Person-centred</li> <li>• Justice</li> <li>• Unconditional love</li> <li>• Non-judgemental</li> </ul> <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> <li>• Working with Others</li> <li>• Communicating</li> <li>• Organisational awareness</li> <li>• Learning and growth</li> <li>• Planning and delivery of work</li> <li>• Motivational leadership</li> </ul> <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
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<b>Other</b>	It is an Occupational Requirement that applications for this post are open to women only, as permitted under Schedule 9, Part 1, of the Equality Act 2010. Enhanced DBS disclosure will be required.	
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