# **National Volunteer Manager**

Accountable to: Head of Community Operations

Location: Cardiff, Wrexham or other St John building by agreement

Hours: 35 hours per week, working 5/7 days

Salary: £35,350 - £40,791

**Job details:**

Reporting directly to the Head of Community, this role is the key driver of the National Volunteering Strategy and plan and is responsible for supporting volunteer leaders in their area of responsibility. Through a structured program, designed to ensure a positive volunteer experience in all areas and specialisms, ensure effective local delivery of our services within the communities of Wales. A key aim of the role is to make volunteering as easy as possible and ensuring that volunteers have a positive and rewarding experience for our children, young people and adults.

Maintaining a volunteer focus on all aspects of work, link closely with the Chief Volunteer and volunteer leadership structure to maximise engagement with partner organisations and community groups across Wales as required by the strategic plan. Working with key volunteers, the role holder will represent and champion the important work of volunteers across all areas of our work with both internal and external stakeholders and partners.

**Key duties and responsibilities:**

* Using experience and knowledge, provide subject matter expertise to the Head of Community Operations and the wider leadership team on all matters relating to volunteer experience and development of volunteer pathways for children, young people and adults.
* Lead on the development and implementation of the National Volunteering Strategy for St John Ambulance Cymru, ensuring a fit for purpose, modern volunteer offer that provides benefits to the individual, the charity and local communities
* Ensure that the organisation is clear in terms of how volunteers contribute to delivery of strategy across the communities of Wales and working with internal stakeholders, ensure that volunteering is accessible and as straightforward as possible without compromising quality and safety
* Ensuring wide stakeholder input, design, implement and follow a system to ensure that regular reviews and relevant updates of processes, procedures or guidelines are carried out.
* Work closely and develop relationships with key volunteer leaders across the charity
* To line manage the Recruitment and Retention Officer and Children’s and Young People Officers.
* Provide direct guidance to Induction Unit Managers and meet with Induction Unit Managers regularly to ensure performance of the County Induction Unit against the plan.
* Work closely with volunteer leaders and provide support, advice and guidance to the Recruitment and Retention Officer to ensure an efficient and effective recruitment, selection and induction process within Counties across Wales
* Co-ordinate and liaise with key internal stakeholders to ensure a volunteer career pathway is readily available, providing those who want to, the ability to progress through the organisation through multiple years of volunteering.
* Accountable for effective oversight, development and delivery of both the adult and Children & Young People programs
* Provide direct guidance and meet regularly with County Children and Young People Managers to ensure performance of the County Children and Young People plan.
* To be a visible leader across all areas of volunteer operations, ensuring values led and compassionate leadership that complements the strategy and key work plans across the Operations and Volunteering Directorates
* Ensure effective processes are in place to manage all aspects of volunteering, making them as streamlined and automated as possible to enable volunteers to focus their time on outputs in the community as much as possible
* Seek engagement from internal stakeholders to develop a workforce plan to inform the recruitment strategy, that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs at local level are met
* Support the volunteer leads to ensure that an effective Development Review scheme is in place and hold managers to account for ensuring compliance and delivery.
* Ensure effective framework for ‘volunteer voice’ across functions and counties enabling input across policy and operational decision making
* Seek regular feedback from volunteers to help understand and review their experiences and how we can develop and improve the programmes.
* Working with the Communications and Public Relations team, actively promote the valuable work of volunteers and the impact on local communities and our service users.
* Coordinate and monitor formal and informal ways of recognising and celebrating the contributions of volunteers within the routine business
* Working with key stakeholders across organisational functions, and the Order Officer, to help ensure that nominations and service medal recommendations are issued appropriately and in a timely manner
* Working with the Chief Volunteer, lead on the standardisation of the uniform provision across uniformed volunteers and in compliance with the Uniform Policy.
* Represent the charity in a positive and professional manner with strategic third and public sector partners, working closely and building relationships to further the cause and strategic intent
* Represent SJAC in meetings with external agencies and individuals, to a high professional standard, acting as an ambassador, protecting and promoting the good name and reputation of the charity.
* To develop, implement and adhere to appropriate policies, procedures and quality standards in terms of attraction, safer recruitment, onboarding, induction and retention of St John Ambulance Cymru volunteers.
* Ensure that policies and procedures are effectively implemented.
* Ensure that reporting requirements are met in a timely manner.
* Ensure that complaints are handled in a constructive and empathetic manner.
* Ensure business cases are prepared for service development.
* To be accessible to SJAC people and to provide relevant advice and support as needed.
* To provide and present effective, accurate reports in relation to the volunteer portfolio.
* Act as a role model by continuing own self-development and keeping up to date with developments within the field of learning and assessment.
* Provide visible, compassionate leadership to SJAC people within Community Operations, setting the standards of behaviour for a professional and accountable culture, along with ensuring effective management practices are in place to ensure the service is of a high quality and meeting the needs of its service users, staff, volunteers and the organisation.
* Ensuring capacity, resources and capability to deliver, developing plans to address shortfalls and providing forecasts to the Head of Community Operations.
* Investigate AEIRs as directed by the Head of Community Operations and compile ‘lessons learned’ based on outcomes of AIERs and any other investigations.
* Responsible to the Head of Community Operations for complying with all internal and external requirements for risk management, quality managements, clinical governance, health and safety, child and vulnerable adults’ protection, legal obligations, environmental policies and general duty of care.
* Ensure that issues and risks are escalated to the Head of Community Operations as relevant.
* Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| Requirements: | Essential: | Desirable: | Method supporting assessment: |
| Educated to Degree Level |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Recognised Volunteer Management qualification |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Recognised Youth Work qualification |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| ILM Level 5 or above (or equivalent) or willing to achieve within 6 months of appointment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| First Aid at Work (or equivalent) or willing to achieve within 1 month of appointment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| GCSE’s including Maths and English (at grade C or above) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Evidence of continuing professional development (CPD) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Willingness to work weekends and evenings as required with overnight stays across Wales | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Skills, knowledge and abilities | | | |
| A commitment to the St John Ambulance Cymru values and vision | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Experience of working in charity/third sector | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Experience of working with and supporting volunteers | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Experience of youth work/working with children and young people | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  |  |
| Proven track record of improving performance against pre-determined KPI’s | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Able to work independently, manage workload and use own initiative | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Ability to interpret data, spot trends and provide clear summaries of complex information | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Experience of managing geographically dispersed operations and/or teams | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Ability to sustain collaboration across multifunctional teams | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Excellent interpersonal skills with the ability to communicate effectively at all levels | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Proven track record of effective people management, with a measurable track record of creating successful teams in service delivery with tangible achievements in improvement and change management | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Experience of managing a budget | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Excellent planning and organisation skills with the ability to manage deadlines, multiple tasks and priorities | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Sound knowledge of Health and Safety and experience of working in a regulated environment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Ability to manage and resolve conflicting priorities and stakeholder concerns | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Able to influence through expert knowledge, focus on complex projects, interpret data and form a clear, logical and professional position in any discussion. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| High attention to detail | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/Interview |
| Flexible and reliable | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Competent user of IT systems | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Ability to drive and holds a valid UK full driving licence | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Fluent Welsh speaker and ability to read and write in Welsh |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form/Interview |