



Job Description

Job Title:	National Volunteer Manager
Salary:	£23'300
Holidays:	20 Days + Bank Holidays
Hours of work:	35 hours per week, flexible to meet the needs of the job.
Responsible to:	Chief Executive
Base:	Home-based with travel throughout the UK
Term:	12 Months

Overview

WAY Widowed and Young, is looking for an enthusiastic and versatile National Volunteer Manager to join our busy team for 12 months to achieve key objectives. This is a varied role and the right candidate will be willing and able to tackle a wide range of tasks and challenges. They must have empathy for, and understanding of, the emotional and practical issues facing young widows and widowers.

We are looking for a dynamic and innovative individual, who isn't afraid of thinking outside the box to develop modern methods of support to meet the needs of our volunteer network within WAY Widowed and Young.

Experience of working with volunteers to deliver training and development or being a member of WAY Widowed and Young with a good understanding of our network is desirable.

This is a Home-based role with the requirement for nationwide travel and occasional overnight stays. You will also be required to regularly travel to our Derby office to communicate with our Chief Executive.

Volunteers and WAY Widowed and Young

WAY is the only national charity in the UK for people aged 50 or under when their partner died. We offer peer-to-peer support, operating with a network of volunteers who have been bereaved at a young age themselves, so they understand exactly what other members are going through.

WAY has around 70 Volunteers, the majority of which are Area Contacts, based throughout the UK, each typically covering a county area. Area Contacts form the backbone of our charity – they are themselves WAY members who give up their valuable time to reach out to new members in their local area, organise events and raise awareness.

Many more members also volunteer for WAY, this includes our Trustees and those volunteering to support particular areas such as social media, IT, finance, campaigns, and proofreading.

We understand that supporting our volunteers, in particular our Area Contacts is vital to the success of WAY's work. We wish to strengthen the level of support for our network of volunteers over the coming months, to make sure that we have a robust sustainable infrastructure in place to support the peer-to-peer relationships that are so hugely beneficial to WAY's members.

With this in mind, we are seeking a National Volunteer Manager to help us deliver key objectives and outcomes to engage, develop, retain and recruit WAY volunteers who are key to supporting our growing membership.

Main purpose of the role

The purpose of this role is to effectively communicate with our existing volunteers, establish models of good practice and develop a sustainable range of innovative tools to support our existing volunteers and encourage the recruitment of new volunteers.

Project Objectives

1. To ensure our Volunteers feel recognised informed, valued, and supported.
2. To ensure members feel WAY services (offered by volunteers) are accessible, consistent, timely and effective.

Key Responsibilities

Engagement Strategies

- Undertake appropriate insights work with WAY volunteers throughout the UK. This may include focus groups, surveys and feedback, establishing needs and best practice.
- Involve the six Regional Centres in the development of strategies and policies, working with them both on a direct basis and through the facilitation of group meetings and communications

Training and Support Strategies

- Develop a range of training programmes utilising the experience and best practice of existing volunteers. Adopt a creative and innovative approach to learning, ensuring that new and existing volunteers have access to appropriate sustainable training to meet the needs of the role. This may include videos, online support and workshops.
- Develop a handbook for volunteers based upon the learning and knowledge share of experienced volunteers.
- Engage and negotiate with external organisations as required to support the development of appropriate training.

Recruitment Strategies

- Develop and implement a volunteer recruitment programme to meet the current needs of the organisation.
- To undertake affective tracking and evaluation of all recruitment activity

Communication Strategies

- Work with our communications manager to establish and manage effective channels of communication, to our volunteer network to ensure they are informed and able to act as ambassadors for WAY Widowed and Young.
- Promote volunteering, internally in collaboration with the Communications Manager, and ensure that the impact of volunteering for WAY is celebrated.

Other information

Due to WAY Widowed and Young's size, there is a need for all team members to undertake a variety of work and help others during periods of higher workload. The post holder may therefore be required to undertake duties not specifically referred to above.

Job description's may be reviewed from time to time to take into account the changing circumstances and developments of the Charity, following discussion with the post holder.

At WAY Widowed and Young, we are looking for the best people to join us and help us provide support to those widowed Young throughout the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of race, colour, religion, sex, sexual orientation, gender identity, age, or disability.

Disclosure and Barring Service (DBS) This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an "Enhanced" level check. Information about this disclosure can be found at www.gov.uk.

Pre-Recruitment Checks: To prevent abuse and implement good practice WAY Widowed and Young ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, employment history, proof of identity, and an enhanced DBS check.

Closing date for receipt of completed application forms is 18th August 2019, and should be sent to enquiries@widowedandyoung.org.uk

Interviews to be held in Derby, week commencing 1st September 2019

To save on administrative costs, we shall not be notifying unsuccessful candidates, for those who have not heard by 29th August 2019, we thank you for your interest and regret that your application has been unsuccessful. Unfortunately, we are unable to provide individual feedback to applicants.

Person specification

The following knowledge, skills, experience and personal attributes will be used to select you for interview, so please address each one in your application. Aspects marked (D) are desirable rather than mandatory.

Education and Qualifications	<ul style="list-style-type: none"> • Educated to A Level or equivalent • Educated to degree Level or equivalent • Recognised Trainer or Teaching qualification 	E D D
Experience Knowledge and skills	<ul style="list-style-type: none"> • Professional experience of delivering training • Experience of developing a range of training resources • Ability to gather feedback and utilise findings to influence future work. • Proven track record of managing projects from initiation to completion • Good relationship management skills • Proven ability to work to deadlines and tight schedules • Excellent communication skills • Excellent IT skills and experience of Microsoft Office and online applications • Knowledge of the charity & voluntary sector • Experience of delivering training or presentations to mixed ability groups • Experience of recruiting Volunteers • Previously worked with Volunteers 	E E E E E E E E E D D D D
About you	<ul style="list-style-type: none"> • Full UK driving license • Innovative and dynamic approach • Ability to organise own workload and priorities • A compassionate outlook towards WAY members • An eye for detail and ability to finish what you started • A self-starter who can see beyond the immediate task • A warm and welcoming individual who can communicate effectively • Ensures inclusive practice and promotes diversity • Flexible in how you work so that you are responsive to meet the needs of the role • Commitment to data protection • Experience of volunteering • An existing or former member of WAY 	E E E E E E E E E E D D