

Job Description

Volunteer Development Manager

Reporting to:	Director of Services
Salary:	£35,000 pro rata (0.6 FTE) plus London weighting if applicable
Location:	Home based
Holiday entitlement:	25 days plus three discretionary days between Christmas and New Year and statutory holidays (pro-rata for part time working hours)
Terms and conditions:	Permanent, part time (0.6 FTE)

About Bowel Cancer UK

We're the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We employ around 40 staff based in England, Scotland, Wales and Northern Ireland.

Job summary

We're building for the future and want our volunteering experience to reach new heights as our volunteers deserve nothing but the best from us in return for all their hard work and support. This new role signals a new phase in our development and is an opportunity to shape the future of volunteering at Bowel Cancer UK. Using our new strategy and a suite of tools developed just for us, you'll develop and deliver a first class experience to our wonderful volunteers, recruiting and building a network of volunteers across the UK and working across the organisation to involve volunteers as much as possible.

Main duties and responsibilities

- Lead the implementation of the new Bowel Cancer UK volunteering strategy (under development) in line with the charity's main strategy

- In partnership with teams across the organisation, identify potential volunteer roles and recruit volunteers to these new roles
- Support the management of our existing volunteers and integrate them into the new volunteering journey
- Create volunteering content for communication across our channels
- Lead the development of volunteer training activity
- Support the delivery of the existing awareness programme (currently our largest cohort of volunteers) ensuring a seamless transition for this group of volunteers to our new volunteer management approach
- Build and develop partnerships with external organisations relevant to our volunteering strategy to ensure we stay up to date with developments in volunteering across the UK
- Ensure our volunteer offer is UK wide and that sector wide best practice around equality, diversity and inclusion is embedded into resource development and opportunities
- Provide operational management support for the Services Administrator regarding the day a week they will spend supporting the volunteering programme.

Person specification

Qualifications and experience

- Proven experience of developing and implementing volunteer programme infrastructure and governance in a charity setting
- Significant experience working with, managing and supporting volunteers including service users who also volunteer
- Proven experience and working knowledge of best practice in volunteer management
- Experience developing and working with a variety and breadth of different volunteer types
- Proven experience working with volunteers across the UK
- Experience measuring outcomes and evaluating the impact of volunteering in the charity sector

Knowledge, skills and abilities

- Excellent communication and interpersonal skills to enable successful influencing, listening and negotiating with others
- An understanding of the needs of people affected by bowel cancer and their lived experiences
- Ability to work well independently as well as part of a team, and to work well under pressure

- Excellent working knowledge of current issues, best practice and legislation in volunteering and the ability to apply this in a charity setting
- An understanding of safeguarding, confidentiality and data protection in relation to digital spaces with vulnerable groups
- Proven experience to work collaboratively across teams and functions to achieve shared aims and objectives
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.

Personal qualities

- Self-sufficient and able to work on own initiative
- Proactive, creative and enthusiastic as well as able to create a vision and inspire and motivate others to share it
- Flexible and willing to work collegiately to achieve the charity's ambitions
- Strong people skills and sensitivity when communicating with people affected by cancer
- Commitment to best practice and high customer service with strong ethical standards.