



Job Title: Head of Volunteering and Operations
Responsible to: Chief Executive Officer

Responsible for: Volunteering Development Coordinator
Volunteering Officer
Communications Officer
Market Ambassadors Officer
Finance and Operations Coordinator

Job summary

The Volunteer Centre has a great reputation for engaging a diverse range of volunteers, helping them to give their time and achieve their goals, and for supporting organisations large and small to develop inclusive, accessible, and safe volunteering environments.

Operating at the heart of our organisation, this role is about leading a team and implementing and maintaining systems that will enable us to support more people to change their lives, and the lives of those around them, for the better. It is also an opportunity for a committed person to build the capabilities needed for effective leadership in a supportive environment.

You will take responsibility for our volunteer brokerage service, for our learning and development programme, and for enabling our target audiences to understand and value our work.

Working alongside our Chief Executive will provide you with opportunities to build expertise beyond your core responsibilities, as your time and interests allow - in monitoring, evaluation & learning, policy and practice, fundraising, financial planning and strategic management.

This role is ideal for someone with a track-record in service management who is keen to develop their capabilities as a leader. A successful candidate will need to show that they can:

- demonstrate expertise in the theory and practice of volunteering
- lead a team and oversee multiple work-streams efficiently and effectively
- get results via one-to-one work with volunteers, organisations and colleagues
- help the Volunteer Centre have a greater impact by analysing and improving our performance in areas like HR, Data Protection, Health & Safety, and Safeguarding

As Head of Volunteering and Operations you will combine hands-on support with guidance and advice to your team; an eye for detail with the ability to see the bigger picture. Comfortable working with volunteers and the organisations that host them, you will develop relationships with new client groups, enable current relationships to deepen and grow, improve systems and processes, and contribute to ensuring that VCKC continues to be recognised for its excellence by a wide range of audiences.

Job Description

Team & Internal support

1. Manage Core staff to ensure that Core Services targets are met in line with our contractual obligations:
 - Volunteering Development Coordinator
 - Finance and Operations Coordinator
 - Volunteering Officer
 - Communications Officer
 - Market Ambassadors Officer
2. Ensure regular Core Services monitoring and reporting is carried out to support the effectiveness of the team's work, and to identify and take opportunities for improvement in processes and outcomes for the people we serve.
3. Develop the Core Services and Operations budgets in collaboration with our team and CEO. Ensure the agreed budget is implemented. Monitor and report on it, including sign-off on Core Services and Operations card transactions.
4. Lead the development and implementation of VCKC-wide monitoring and reporting systems to improve our effectiveness, in particular:
 - Client journeys and progression (volunteers and Volunteer-Involving Organisations)
 - Performance management
 - Communications improvement (demography and reach monitoring)
 - Client safeguarding and seamless support
 - Data protection compliance

Voluntary Sector Development

5. Enable VIOs and local people to develop the skills, knowledge and confidence to reach volunteer-related goals.
6. Work with the Volunteering Development Coordinator to build the capacity of local organisations through recruiting, managing and maintaining volunteers.
7. Lead on a learning & development programme to promote volunteer management good practice, increase collaboration amongst VIOs, and enable their growth through our forums, workshops, trainings, e-newsletters, etc.
8. Act as a key representative of the organisation for volunteering, promoting volunteering to local people and other stakeholders via active networking.
9. Deal with concerns and complaints relating to local volunteering programmes, working with the Volunteering Development Coordinator to provide advice and recommendations where possible.

10. Promote and support the accessibility and inclusiveness of all local voluntary programmes, in collaboration with the Head of Specialist Services and Specialist Services staff.
11. Ensure that VCKC practice continues to comply with externally accredited quality assurance frameworks relating to volunteering.
12. Lead on annual volunteer fairs and recognition events, with the support of the Volunteering Development Coordinator, the Communications Officer, and volunteers.

Operations Management

13. Develop fundraising skills, knowledge and confidence, and relationships with key funders of our Core programme.
14. Develop skills, knowledge and confidence relating to non-Core programmes, their goals and targets. Take responsibility for internal monitoring and reporting to the VCKC Board, collating information from all core and specialist programmes to facilitate external reporting and fundraising.
15. Develop skills, knowledge and confidence around policy and process reviews. Take responsibility for this work, supporting members of the Personnel, Policy and Procedure (PPP) sub-committee to make recommendations to the Board.
16. Act as VCKC's Designated Safeguarding Officer, providing advice and support to the VCKC team in relation to safeguarding matters, arranging for appropriate training to enable the team to implement VCKC's Safeguarding policy and, as appropriate in line with that policy:
 - follow up any cases reported within VCKC
 - make referrals to appropriate external bodies
 - provide the Board with an overview of safeguarding practice within VCKC, including an annual review
17. Ensure that VCKC personnel policies and procedures are implemented, and records kept, including those relating to:
 - recruitment
 - DBS, entitlement to work in the UK, and reference checks for new starters
 - monthly supervision and annual appraisal
 - annual leave
 - sickness absence
 - payroll sign-off (with the CEO)

This will be done by effective line-management of the Finance and Operations Coordinator (who will take day to day responsibility for checking on implementation, collating records, and by providing the team with appropriate templates and checklists), by keeping VCKC

personnel policies up to date in line with the PPP's annual schedule, and by arranging training.

Person Specification

Essential Competencies
1. You work well in environments where trust, transparency and accountability are core values.
2. You demonstrate expertise in the theory and practice of volunteering.
3. You evaluate, improve and sustain the performance of others, including volunteers.
4. You are experienced in leading a team, offering effective support and supervision.
5. You have a track record of successful stakeholder management and partnership building.
6. You have strong communication, public speaking and presentation skills.
7. You have a sound understanding of e-working practices and experience of using technology as a tool for service delivery and improvement.
8. You have a track record of driving collaboration and overcoming barriers between teams to improve services for clients.
9. Enthusiastic and committed, you ensure the achievement of objectives, remaining calm and effective in the face of setbacks or when challenged.
10. You are able to understand and manage a programme budget.
11. You have a track record of successful training design and delivery.
12. You seek, and take, opportunities to improve outcomes for clients and the sustainability of projects that support them.
13. You have experience of developing and implementing policies and procedures, and being responsible and accountable for ensuring the safe and effective running of services.
14. You understand the barriers people face to opportunities and how to make the changes necessary to enable them to be overcome.
15. You are able to travel and attend evening meetings, weekend events and conferences occasionally in line with the job description.
16. You have an awareness of your own development needs and take appropriate steps to meet them.