

JOB DESCRIPTION

Job Title:	Volunteer Manager
Responsible to:	Director of Communications and Engagement
Salary:	£34k
Location:	5 Trinity Street, London SE1 1DB

Hours of work: Full time – 35 hours per week.

Requirement to work evenings and weekends as necessary, with time off in lieu. Significant amount of travel in Britain.

MISSION

USPG is the Anglican mission agency that partners churches and communities worldwide in God's mission to enliven faith, strengthen relationships, unlock potential and champion justice.

Background

Job Purpose:

To build and develop a community of USPG volunteers primarily based in the UK and Ireland. Maintain communication across the volunteer network using all appropriate channels developing a two-way dialogue and ensuring the volunteer voice is heard. Equipping our volunteers to understand our work, their roles and have the skills and knowledge they need to succeed.

The post holder will develop and implement a volunteer strategy for USPG. Volunteers are an essential part of the organisations plan to grow over the next 5 years and they contribute at every level of our work within Britain and Ireland. They form the connection between our UK church partners and the mission agency, advocating and fundraising on behalf of our global churches. The volunteer manager will train and support volunteers as they speak to groups and in churches about the impact of the organisation, represent USPG at parish and diocesan level, attend events and fundraise for USPG. The post holder will promote best practice in volunteering and ensure compliance with relevant legislation. They will recruit and train volunteers, provide resources and act as a first point of contact.

The post is based in the Communications and Engagement team which encompasses fundraising and communications functions. The post holder will work collaboratively across this team and the wider organisation to deliver organisational and team objectives.

Job description:

Strategy development and implementation 25%

- Develop and implement a volunteer strategy to build and diversify the supporter base of USPG in order to increase the engagement with USPG from Churches and individuals across Britain and Ireland and deliver organisational objectives including fundraising.
- Work with colleagues to ensure that volunteers are recruited, trained, resourced and deployed effectively
- Keep up to date with legislation, policy and good practice with regard to volunteering and to ensure compliance

Volunteer management 60%

- Support the current body of USPG volunteers as they share the vision and mission of USPG and encourage support for our work in churches, at conferences, festivals and other events
- To work closely with and support the Fundraising Manager to ensuring that volunteers have the resources to fundraise effectively
- In collaboration with colleagues in the Communications and Engagement Team and the wider organisation, to develop new and existing volunteer roles in order to meet organisational objectives
- To grow our pool of volunteers, recruiting individuals to these new and existing roles
- To be responsible for volunteer induction and ongoing training
- To supervise volunteers, ensure role descriptions are accurate
- To offer advice and support to volunteers and ensure that up to date information reaches them in a timely and appropriate manner.
- To build up a community of former USPG Journey with Us and Expanding Horizons volunteers.

Resourcing 10%

- To develop and maintain up-to-date resources for volunteers including briefings on fundraising and seasonal campaigns, talks and presentations about our work
- To gather stories and images from the work of USPG volunteers in Britain and Ireland to encourage further support
- To manage the volunteering budget.

Other 5%

- To undertake public speaking engagements on behalf of USPG which may include speaking in church services and other meetings.

Person Specification

This form shows which criteria are essential and which are desirable for the job. They have been ticked as appropriate.

E = essential criteria. The job cannot be done without them.

D = desirable criteria can help the job to be done more effectively.

Experience and Background	E	D
Experience of working in direct, face to face contact with volunteers	●	
Experience of managing volunteers including: - Recruitment of new volunteers - Providing inductions and training - Providing advice, information, supervision and ongoing support	●	
Experience of implementing or developing a volunteer strategy		●
Experience of working with the church sector		●
Experience of working in fundraising, communications or outreach within the not for profit sector		●

Skills and Abilities	E	D
A people-person with excellent inter-personal skills	●	
Excellent team building skills	●	
Excellent verbal and written communication skills – articulate and fluent in English	●	
Self-motivated and able to manage own time and workload	●	
Confidence and sensitivity to address issues with volunteers	●	
A positive, problem-solving approach with regard to challenges	●	
IT skills – proficient in Word, Excel, Outlook and Power point etc.	●	
An understanding of the relationship between faith and volunteering in a Christian charity context	●	

Knowledge and Understanding	E	D
Knowledge of volunteering legislation and policy	•	
Database skills including data inputting, querying and reporting		•
An understanding of the Anglican Church in Britain and Ireland		•
Familiar with social media such as Twitter and Facebook		•

General	E	D
Willing to work unsocial hours including occasional evenings and weekends	•	
Able to travel in the UK to promote the work of USPG	•	