**Job Description: Volunteer Development Officer**

*At Aston-Mansfield, we are committed to maintaining the trust and confidence of our staff and volunteers. We want you to know that Aston-Mansfield is not in the business of selling, renting or trading personal data with other companies or businesses for marketing purposes. You can request to see our Privacy Policy, where we have provided information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.*

Aston-Mansfield has been working in the heart of east London for over 130 years. We provide a wide range of community development support and activities in the London Borough of Newham directly delivering services to children, young people and families.

In line with our strategy, the Volunteering Development Officer’s role will be to initiate projects that will encourage young people to make a real difference to their communities and their lives through the power of volunteering and social action. The post will run a wide range of volunteering programs and projects across our services that help them do just that.

We currently have around 40 community volunteers and have worked with some 30 corporate volunteers during the past year. We would like to significantly increase the involvement of young volunteers in the organisation, and their impact on our work. We are looking for an experienced proactive enthusiastic individual who can bring energy and drive to this role.

A satisfactory DBS check is required for this role.

Application closing date: Monday 5 August 2019

Interviews to be held: Friday 9 August 2019

1. **Location:** Durning Hall, Earlham Grove, Forest Gate, London, E7 9AB
2. **Reporting to:** Chief Executive Officer
3. **Job Purpose:** To grow our volunteer programme, particularly offering high quality volunteering experiences to young people. This role will create a range of new volunteering opportunities, as well as overseeing the recruitment, induction, engagement, and recognition of volunteers, and maintaining an up to date volunteer policy, handbook, systems and processes. The post-holder will also support the Chief Executive in the delivery of specific one-off projects, as and when required.
4. **Duties and Responsibilities:**

Identify, develop and implement new volunteering opportunities, particularly for young people, which will increase the impact of Aston-Mansfield’s work.

Oversee charity shop volunteers, and support the development of new youth volunteering opportunities related to the charity shop

Promote Aston-Mansfield volunteering opportunities on-line, and through volunteering fairs, local events etc.

Recruit, induct and support and engage volunteers.

Communicate with, thank and involve volunteers, including organising volunteer events and producing a volunteer newsletter.

Co-ordinate relationships with key external organisations such as corporate partners, universities, colleges, community groups and other charities to fill the various volunteer opportunities.

Maintain the volunteering infrastructure (policies, processes and systems) that supports existing and new volunteers within Aston-Mansfield.

Build strong relationships with managers, providing advice and guidance with regards to any volunteer issues they may have.

Write and collate timely, detailed and well written reports on progress.

Other Tasks

The post-holder will also support the Chief Executive in the delivery of specific one-off projects, as and when required.

**It is required that the duties described are undertaken in accordance with Aston-Mansfield's operational policy with particular reference to Equal Opportunities and Health & Safety.**

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| **PERSON SPECIFICATION** | | |
| **To succeed in this role, you will need to demonstrate:** | | |
|  | Essentials | Desirables |
| Qualifications | Educated to degree level in a related discipline or the equivalent of relevant experience |  |
|  |  |  |
| Experience | Volunteer management  Creation and development of volunteering opportunities and projects with young people  Recruitment and retention of volunteers  Engagement with and recognition of volunteers  Building external relationships and networks including corporate sector and local authority  Working with young people on volunteering and social action | Working in the voluntary/community sector.  Retail/charity shop experience |
|  |  |  |
| Skills/Knowledge | * Excellent knowledge of current volunteering policy, best practice in volunteer management, and its practical application   Excellent communication, influencing and negotiating skills  Good organisational skills, able to plan and prioritise workload  Able to engage and communicate with a variety of different audiences  Able to offer support and empathise with the needs of volunteers  Ability to use Microsoft Word, Excel, Powerpoint | Experience of volunteer coordination or management in youth and/or children’s work |
| Attributes | Self-motivated, self-starting and proactive approach to identifying and promoting volunteering opportunities  Able to motivate and enthuse people in all aspects of volunteering  Excellent time management to effectively prioritise competing needs.  Strong written and verbal communication abilities;  Able to work in a team;  Flexible and resilient;  High levels of personal integrity and compassion;  Reliable and punctual;  Able to pay attention to detail. | Experience of working young people. |