

Job Title	Volunteer Manager	Salary Grading	Manager	Status	Permanent
Reports to	CEO	Occupational Requirement	Active Christian Faith	Work pattern	Full-time
Job purpose	To enable the mission of Jesus Christ through creating and maintaining vibrant, equipped and engaged volunteer teams to support inHope's project work and supporting functions. To establish and promote good practice in volunteer supervision and management to the Investors in Volunteers accredited standard.				
Key Responsibilities		Experiences and Qualifications		Job Dimension	
<p>Leadership</p> <ul style="list-style-type: none"> Develop and implement a volunteer engagement approach which satisfies the day-to-day needs of the projects whilst giving a volunteer experience that blends the ethos and practices of inHope with the needs of the volunteers. Lead inHope's achievement of and ongoing accreditation as an Investor in Volunteers charity. Establish approaches to engaging, recruiting, retaining and developing volunteers for each area of work. Support the formation of 'volunteer forums' for each project, through which volunteers can engage with service design. In cooperation with the project managers, develop approaches to recruit and support Volunteer Duty Managers. Create and promote the environment and supervisory practices needed to give excellent volunteering experiences which leads to long term engagement in wider activities. Actively promote the range of volunteering opportunities at inHope to churches, businesses, colleges and others. Develop opportunities to celebrate and thank volunteers. Develop the means to communicate regularly with all volunteers using CRM and social media. <p>Management</p> <ul style="list-style-type: none"> Oversee school, college and other structured placements into inHope's project and functional teams. Structure and support the induction, training and ongoing development of volunteers across all areas. Maintain records of volunteering, and training undertaken. Act as Deputy Safeguarding Officer for the charity. Carry out DBS checking and annual monitoring of DBS checks for volunteers and staff. <p>General Duties</p> <ul style="list-style-type: none"> Christian pastoral care for colleagues within inHope. To participate in, and sometimes lead, tasks and other activities that further the ministry of inHope from time to time, including those requested by the CEO. 		<p>Person Statement</p> <p>A person who is passionate about volunteering and the positive impact it can have on charity work. Is able to balance creativity and innovation with reliable volunteering that adopts best practice. Has a sense of God's call to use their skills and experience to serve a Christian ministry and its volunteers.</p> <p>Key Skills, Experiences and Qualities</p> <p>Essential</p> <ul style="list-style-type: none"> GCE A Level qualification(s) or equivalent. Clear evidence of having overseen and developed volunteering in a small to medium-sized charity. Planned and organised, able to manage their own and others workload whilst meeting the expectations and priorities from different stakeholders. Experience of using, and developing the use of, CRM database systems. Skilled and efficient in the use of IT and web packages. Competent and comfortable using social media to engage with current and potential volunteers. Positive, optimistic and resourceful when dealing with obstacles and change. Experienced in line managing and developing staff. Awareness and experience of developing good practice in Safeguarding and Data Protection. <p>Desirable</p> <ul style="list-style-type: none"> Understanding of inHope's client group and approaches to supporting them. Awareness of Bristol's church community and corporate social responsibility (CSR) schemes. 		<p>Team</p> <p>The Volunteer Manager serves the organisation by working with the Managers of each project and function, and their team members, to scope the needs, recruit, induct, train and support volunteers during their time with inHope.</p> <p>Key Relationships</p> <ul style="list-style-type: none"> Line managed by the CEO, with regular review meetings to communicate on progress against planned objectives and personal development. Working in close partnership with the Fundraising and Communications team, and its Manager, to ensure coherent and consistent volunteering communications. A full member of the Senior Management Team led by the CEO. Line Manager of the Volunteer Management team and occasional volunteers. To work alongside volunteers, supporting them in their roles and providing training where appropriate. Working, in support of the CEO, with the Trustees of the charity. To work with individuals, organisations e.g. churches, businesses, schools, colleges and others, building relationships that enable a broad range of volunteering opportunities to be realised. A fully participative member of the staff team attending staff meetings, prayer times and times away. To build good and supportive working relationships with the whole staff team. To positively engage with appropriate self-development and external training. 	