

Job Description

Job Title:	Volunteering Development Manager
Department:	People Services: Volunteering Development Team
Responsible to:	Head of Volunteering
Primary Work Base:	Coventry Myton Hospice, with regular travel to all of our hospices and retail sites in Coventry and Warwickshire.

(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

Role Purpose:

To provide pro-active mentoring and advice to line managers in recruiting, developing, engaging and retaining volunteers within their team to ensure a positive experience for all volunteers at The Myton Hospices to enable us to deliver our strategic aims. Supporting and advising line managers around basic problem solving and safeguarding issues and leading on the development of new projects to grow Myton's volunteering programmes. Actively promote Myton as a volunteering organisation of choice within Coventry & Warwickshire.

Myton Core Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

Recruitment & Selection:

- To liaise with all retail channels across Myton to plan and implement innovative volunteer recruitment campaigns, to ensure the appropriate levels of volunteers within each outlet
- Support, guide and advise managers with the recruitment and selection of volunteers for their team, acting as a first point of contact for expressions of interest (where appropriate)
- Develop new community partnerships opportunities to increase our reach and volunteer numbers and diversity across our retail departments
- Develop and promote the use of volunteers across Myton, by working with managers to develop new roles for volunteers, in particular in areas not currently supported by volunteers

Induction, Training & Support:

- Create induction activities and resources for volunteers across our retail shops and other retail departments
- Support managers to ensure that appropriate arrangements are in place for local induction
- Promote the Corporate induction Programme and be a representative for the Volunteering Development Department at these events
- Work with the Learning & Development Manager to develop training solutions for volunteers, including mandatory training
- Provide hands-on support to line managers, where necessary, in order to ensure that volunteers are supported within their role
- Provide support, advice and guidance to managers on the procedures for dealing with volunteer issues and concerns, taking responsibility for meeting with volunteers and manager to resolve issues where appropriate

Reward & Recognition:

- Organise appropriate means of reward and recognition for volunteers, including annual events, e.g. BBQs and long service awards
- Ensure that managers across the charity are aware of and utilising the reward and recognition resources available
- Deliver a programme of regular engagement opportunities for volunteers to feed in their suggestions and experiences to support future planning, such as volunteer forums, satisfaction surveys, etc

Service Development:

- Lead on projects alongside the retail management team to develop new volunteer roles and recruitment strategies
- Lead on the volunteer aspect of new store openings and closing
- Participate in the development and implementation of relevant policies and procedures in relation to volunteering
- Provide advice to managers on issues related to volunteering and working pro-actively with them to develop plans for each area around recruitment and ongoing engagement of volunteers

- Work with partners to develop new opportunities for volunteers to be involved in our work

Monitoring & Evaluating Volunteering:

- Maintain up to date volunteer records on the charity's Volunteer Management System, ensuring that all departments keep their data accurate and up to date
- Provide reports on volunteer data as required and support in the delivery of monthly and quarterly data reporting on volunteering activity across the charity
- Train new retail staff on the use of Myton's Volunteer Management System
- Support the Head of Volunteering to ensure that Myton's Volunteer Management System is working to its full potential and offering the best experience to our staff and volunteers

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed June 2023