



Job Description



Job Title: Volunteering Support Specialist
Department/Team: People & Culture / Volunteering & Apprenticeships
Location: Headquarters
Line Manager's Title: Volunteering Development Manager

1. Overall Job Purpose

To deliver the Society's volunteering strategy. To identify development opportunities and deliver volunteering objectives ensuring they meet the needs of the business and those participating in them now and for the future.

Assist the Volunteering Development Manager (Operations & Projects) in meeting the departmental aims and achieve efficiency in the work of the Volunteering and Apprenticeships Department.

2. Structure

See Establishment Structure Charts

3. Key Tasks/Job Description

- Day to day administration of volunteering operations and projects including budget.
- Line management of Volunteers
- Provide support to operations management at an appropriate level.
- Standing in for the Volunteer Development Managers as required
- Assist in the delivery of cost efficient volunteering models which deliver value across the organisation
- Assist in the production of policies and processes that develop and support volunteering in the RSPCA
- Update, maintain and deliver appropriate volunteering policies, processes and schemes
- Assist in the production of success criteria for volunteering processes e.g., animal welfare impact and ROI
- Work with internal and external stakeholders to identify volunteering

projects/suitable that add value to the RSPCA

- Assist with the transition of new and where appropriate existing volunteer projects into business as usual.
- Maintain an integrated national volunteer management system
- Produce management information e.g., statistical information relating to volunteering
- Maintain appropriate recruitment, selection, training and retention programmes for nationally recruited volunteers: volunteer groups based at national animal centres; volunteer groups based at branches (collateral use)
- Maintain an appropriate recognition/reward systems and retention programme for volunteers
- Assist in the delivery of volunteer training programmes/line managers
- Utilise promotion and communications channels to increase awareness and engage with volunteers and staff
- Represent the Volunteering and Apprenticeship team as required
- Assist the Volunteering Development Manager (Operations & Projects) in identifying and monitoring risks
- Monitoring of volunteer take up and line manager engagement
- Operate as an effective member of the V&A team
- Manage the Assemble News Feed, updating stories at least once a week and liaising with field teams to produce volunteering exclusive content.
- Maintain the hub suite of documents for volunteers, adding restrictions where required and updating an expiry log to ensure content remains current
- Act as first line support for any queries from Establishments and Volunteers regarding Assemble assisting with the smooth handover from project status to operational status
- Deliver training to local volunteer coordinators as and when required
- Maintain Assemble Back Office logs to manage user permissions, training needs and hub documents
- Identify problems or faults with Assemble that require escalating to DutySheet or resolving in house. Before transferring issues to DutySheet they may liaise with other Assemble network of charities.

While at work all staff are required to:

- Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Understand and comply with the Society Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Society.

4. Person Specification

Please see person specification attached (appendix A)

This job description is a statement of the job content required as of November 2018. It should not be seen as precluding future changes.

PERSON SPECIFICATION**Volunteering Support Specialist**

| | ESSENTIAL | DESIRABLE |
|---|--|---|
| PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS | A Level or equivalent | |
| EXPERIENCE | <p>Experience of working in a support role and providing guidance to internal customers.</p> <p>Experience of working within a team environment is essential</p> | <p>Experience of project administration or management</p> <p>HR or Volunteer management</p> <p>Customer facing or customer service experience</p> |
| SKILLS AND COMPETENCIES | <p>Proven administrative skills</p> <p>Strong interpersonal skills</p> <p>Strong planning and organising skills, with the ability to adapt to fluctuating workloads</p> <p>Understanding of the need to plan for deadlines and to manage own workload effectively</p> <p>Confident, effective communicator, both written and verbal with the ability flex styles to the audience</p> <p>Competent IT skills using google office applications or Microsoft applications</p> | |
| PERSONAL QUALITIES | <p>High level attention to detail</p> <p>Team player and enjoy working as part of a team to reach a collective goal</p> <p>A flexible approach and the ability to work well with others</p> | |
| SPECIAL CIRCUMSTANCES (if any) | This role will involve occasional travel and overnight stays | Full UK Driving Licence |

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