

# Volunteer Manager



Caring in Bristol

## Job description and person specification

**Contract:** Permanent

**Working hours:** Full time 37.5 hours per week (30 hours considered for the right candidate)

*Please note: This role includes an expectation to support our Christmas project, which involves working at least 3 days on a rota between 24<sup>th</sup>-30<sup>th</sup> December.*

**Salary range:** £30,584 - £35,609 (pro rata) dependent on experience

**Leave:** 33 days (pro-rata, inclusive of bank holidays)

**Responsible to:** CEO

**Location:** St Pauls, Bristol; some on-site work at our various projects, and some opportunity for home working

**Conditions:** Enhanced Disclosure DBS required (we will organise this)

**We offer:** Flexible working; 5% workplace pension

## Who we are

Caring in Bristol's vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

## About the role

Caring in Bristol could not operate without the input of hundreds of volunteers from the community. The Volunteer Manager will play a strategic and inspirational role, working across the organisation to build, strengthen and sustain a strong volunteer team. This, in turn, strengthens our ability to deliver services for people experiencing housing insecurity and homelessness.

This postholder will be responsible for all aspects of Caring in Bristol's volunteer programme, including developing and leading the volunteer strategy, managing the volunteering budget, as well as recruitment, induction, training, support, volunteer engagement and retention.

In addition, this role will oversee Caring in Bristol's survival handbook, a tool we produce to help people experiencing homelessness stay aware of the services available to support them in the city.

## Our values

### *Collaboration*

We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact.

### *People first*

We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity.

### *Focus on the end goal*

We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness.

## Our Volunteers

We utilise volunteers and community participants across all of our services, internal and client based, to support and enrich the work we deliver. It is important to understand the different sets of volunteers we work with:

**Caring at Christmas** - over 400 volunteers come together each December to run our day centre and distribute food deliveries across the city. Caring at Christmas has a legacy of over 30 years and relies on a range of volunteers from highly experienced to completely new to the organisation.

**Bristol Goods** - a small but committed set of volunteers help deliver our food support programme. We have a fantastic set of regular volunteers at our Withywood, Hartcliff, and city-centre food clubs.

**Youth Shelter & Project Z** - there is exciting growth in our work supporting 16-25-year-olds, including a major new accommodation project launching in the new year. This will need overnight volunteer support, as well as a dedicated weekly food club.

**Early Doors** - this is our early intervention project providing support and advice to people at risk of homelessness, predominantly in South and East Bristol. As a relatively new service, we are still developing voluntary opportunities to support this community-led work, but it's an area we want to develop.

**Head Office** - we often have tasks around our head office which volunteers can help out with. This could include administration, organising our food storeroom, or contributing to focus groups.

**Fundraising** - our Income Generation team can always benefit from support, whether that's stuffing envelopes for a mailout, delivering events or representing the charity in the community.

## Key responsibilities

### Develop the Caring in Bristol volunteer offer

- Support the Head of Operations & Impact with the ongoing development and implementation of central volunteering strategy, policies and procedures
- Update and develop our volunteer induction programme, and support its delivery in collaboration with project staff
- Ensure the organisation is seeking and actioning feedback from volunteers across all our projects in order to proactively involve volunteers' input in the development of Caring in Bristol's work
- Represent the volunteers' voice in internal meetings and decision-making
- Coordinate monthly volunteering management steering group meetings with key project staff who work with volunteers
- Build a network of other organisations to share knowledge and resources around volunteer action in the city

### Volunteer Recruitment and Retention

- Support each project manager to recruit volunteers with the appropriate skills and availability to support the needs of their service
- Initially this will particularly involve working closely with the Youth Services Manager to develop and implement a robust volunteer recruitment plan for the new overnight accommodation service for young people, planned to launch in October 2023
- Work with Income Generation colleagues to build a base of engaged and informed volunteers to support fundraising events and activities in the community as well as office-based tasks
- Create and distribute volunteer recruitment assets for Caring in Bristol marketing channels
- Lead on the initial induction of new volunteers, embedding the values of the charity as well as an understanding of homelessness in our city
- Conduct reference and DBS checks for new volunteers where required
- Provide pastoral guidance to volunteers, to ensure they feel heard and supported

## Volunteer Management

- Get to know our regular volunteers and work alongside them to understand the best way to motivate and engage them in their roles
- Uphold the safety and safeguarding of volunteers and our service users in the development and management of all volunteering in the organisation
- Working alongside our Corporate and Community Coordinator, manage opportunities for groups of corporate volunteers within the organisation
- Take ownership of volunteer-facing documentation including the Code of Conduct, ensuring they are implemented consistently across Caring in Bristol services
- Provide internal expertise on volunteer management compliance in line with Charity Commission and NCVO regulations and guidance
- Deal with volunteer complaints or disciplinary issues, escalating to project managers and senior management as appropriate
- Become the organisation's administrator/key user for the volunteer management database, "Better Impact", providing training and support to other staff members who use the system
- Provide administrative support to ensure volunteers receive any out-of-pocket expenses
- Support Caring at Christmas volunteer allocations and project-specific communication
- Work as part of the Caring at Christmas on-site management rota
- Work as part of the year-round on-call rota for the youth shelter

## Volunteer Communications

- Act as first point of contact for general volunteer queries
- With support from our Storytelling Coordinator, manage communication with our volunteer groups, including curating a regular newsletter to keep volunteers informed about our work
- Manage the central volunteer email inbox, consulting with project teams where necessary to ensure queries are managed in an appropriate and timely fashion

## Caring in Bristol handbook

- Oversee the development and production of the Survival Handbook for people in Bristol experiencing homelessness
- Plan and manage the distribution of the handbook to our existing network of charities, public sector and voluntary organisations
- Field ongoing requests and queries regarding the handbook

## Other Responsibilities

- Follow Caring in Bristol policies and procedures and observe our Code of Conduct.
- Actively participate in and attend supervisions, annual appraisal processes and identified training.
- Promote the aims and objectives of the charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

## Personal Specification

We expect you to meet most of these criteria. However, we don't expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

- Experience of managing and motivating a team of volunteers
- Experience of recruitment or marketing opportunities in the charity sector
- Demonstrable knowledge of the motivations for volunteering and the different needs or requirements that volunteers may have
- Clear understanding of the legalities around volunteer management and health & safety

- Experience of working in partnership with other groups and organisations in innovative ways to achieve social impact.
- Natural people skills, with the ability to build rapport quickly and maintain effective working relationships with a range of very different stakeholders.
- Persuasive written communication, able to produce copy for news and marketing pieces as well as clear and concise email responses to a very active inbox
- Strong IT skills including the Microsoft Office suite, including Excel, and experience of using database
- Solid organisational skills including consistency, accuracy, and an eye for detail.
- A passion to change Bristol for the better

## Diversity

Caring in Bristol believes in equality of opportunity, fair treatment, and respect for every individual. We are committed to identifying and removing barriers to accessibility and inclusion in our workplace and services, recognising the value that Bristol as a vibrant and diverse city brings to our work. We have signed up to the Bristol Equality Charter to support us on our journey towards fully realising our inclusive values.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

## How to apply

To apply, please submit a completed application form to [recruitment@caringinbristol.org.uk](mailto:recruitment@caringinbristol.org.uk) with the subject line: *Your Name - Volunteer Manager*.