

# Job Description:

## Volunteer Development Assistant

<b>Location:</b>	Remote based
<b>Reports to:</b>	Volunteer Development Manager
<b>Line Manages:</b>	N/A
<b>Key stakeholders:</b>	Back Up Services staff and volunteers Back Up Fundraising staff and volunteers Back Up Communications staff Back Up's Senior Management Team Service delivery, operational and/or corporate partners as required

### **Purpose of the role:**

To provide support to the Volunteer Development Manager in the recruitment, training and onboarding of Back Up's volunteers, specifically coordinating the calendar of volunteer training events ensuring that everything is in place for delivery of high quality training, managing volunteer applications and enquiries and assisting across the wider team to fulfil volunteer requests.

### **VALUES**

Our values are central to our approach:

#### **We embrace challenge:**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

#### **We have fun:**

We believe that having fun allows us to connect with others, whilst opening opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

#### **We build inclusive communities:**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

#### **We are ambitious for each other:**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive,



push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

## **RESPONSIBILITIES:**

### Coordinate annual calendar of volunteer training events

- Work in partnership with the Volunteer Development Manager to understand volunteer recruitment needs across services and the wider team.
- Liaise with services teams to plan and develop the calendar of volunteer training events, both in person and virtual.
- Manage relationships with training venues ensuring desired dates are secured early in line with event requirements and budgets.
- Proactively research new training venues which meet accessibility requirements.
- Work with team members taking a lead on volunteer training delivery to ensure all training materials are up to date and relevant training packs/goodie boxes are distributed to trainees.
- Liaise with trainees to ensure confirmation paperwork is completed in a timely manner and needs relevant to training are met.
- Keep accurate records and maintain database records to ensure services teams are kept up to date with trainee information and any changes to event attendance.
- Circulate post-training communications to help ensure new volunteers are onboarded in a timely manner.
- Collect and distribute feedback from trainees to ensure quality of delivery is maintained to a high standard.
- Lead, sustain and develop strong and effective working relationships across the Back Up team.

### Manage volunteer applications and requests

- Work with Volunteer Development Manager to ensure application process is kept up to date and is easily accessible to prospective volunteers.
- Liaise with potential volunteers, following up on expressions of interest, providing triage, answering queries and providing information relating to roles which may be relevant and of interest to encourage applications.
- Maintain database records ensuring swift distribution of applications to services team
- Support the Volunteer Development Manager to identify areas of potential efficiency and improvement in working practices in the recruitment, training and onboarding processes.
- Work across the wider team to understand and support volunteer requests, proactively approaching active volunteers with projects and opportunities for them to get involved.
- Coordinate volunteer request opportunities with volunteers and volunteer managers to ensure requests are fulfilled to raise awareness of Back Up's services.

### Other duties and responsibilities

- Maintaining accurate records on the database, adhering to all relevant policies and procedures.



- Be a 'Data Champion', leading by example on the importance of good data practice and hygiene, and using the system to its best efficiency.
- Raise awareness of volunteer opportunities via external websites e.g. GoVo, NHS Volunteering.
- Work as a team, consulting with others to ensure you give and receive high quality support.
- Other duties as required by the Volunteer Development Manager.

## **PERSON SPECIFICATION**

### **Essential:**

- Excellent planning skills and disciplines with demonstrated experience in the management and coordination of tasks and events.
- Highly organised. Able to manage time effectively to balance competing priorities.
- Excellent interpersonal skills, tact and diplomacy to relate positively to stakeholders and promote good relationships.
- Ability to communicate confidently with people at all levels.
- Exceptional skills and confidence in the use of a range of computer software and database solutions.
- Able to build constructive positive relationships with external and internal contacts to achieve results.
- A commitment to quality with an eye for detail, excellent written, verbal and presentation skills
- Highly computer literate and a competent user of charity fundraising databases; able to generate reports for analysis
- Strong team working orientation; collaborative, flexible and supportive
- A creative and proactive approach to all areas of work
- Ability to represent Back Up appropriately to service users, senior managers and members across partner agencies.
- Knowledge acquired through experience or training.
- Commitment to continued professional development.
- Willing and able to work occasional evenings and weekends and to travel when required

### **Desirable:**

- Experience of managing projects
- Personal experience of spinal cord injury and the issues affecting people
- Understanding of spinal cord injury and/or disability issues

*The above list is not exclusive or exhaustive, and the post holder will be required to undertake such duties as may reasonably be expected within the scope of this role.*

