

Volunteers Manager Job Description



Job Title: Sight for Wight Volunteers Manager

Reporting to: Chief Executive Officer

Part Time: 14 hours per week

Salary: £20,020 pro rata (£11.00/ hour)

Usual Location: Millbrooke House, Newport, Isle of Wight, PO30 1DD & locations throughout the Island as required.

Responsible for: Sight for Wight IWSB Volunteers &

Part time employee Volunteers Administrative Assistant (7 hours)

The primary focus of the Volunteers Manager is to recruit, vet, select, train, support, develop and manage volunteers who, in turn, support, events and activities currently provided by the charity to enhance the lives of sight impaired Islanders. Established in 1895, the Isle of Wight Society for the Blind, relaunched as Sight for Wight in 2018, is one of the oldest independent charities on the Isle of Wight.

Our continuing purpose is to provide practical, emotional and educational support for visually impaired people, their families and carers and to promote the awareness of the needs of those affected by sight loss amongst the general public.

We strive to help people maintain independence, learn new skills and participate in social, physical and educational activities to reduce loneliness and isolation.

JOB SUMMARY

This role means that, for volunteers and potential volunteers, you are very much the face of Sight for Wight, and will also represent the Charity with external bodies and agencies and at outreach events, in particular in the context of recruiting volunteers to support the services we offer the sight impaired and to support fundraising initiatives.

The Volunteers Manager will develop appropriate volunteer policies and procedures in conjunction with the CEO.

The Volunteers Manager will take responsibility for developing, co-ordinating and monitoring volunteering activities in house and in the community to respond to the needs of Sight for Wight as they change and develop.

The Volunteers Manager will take responsibility for developing and delivering a range of support, events and training activities plus associated record keeping and administration, with some administrative support from the Volunteers Administrative Assistant.

The Volunteers Manager is required to maintain an excellent level of customer service, time keeping, personal presentation and professional standards.

The role is varied. The Volunteers Manager is responsible for ensuring a warm welcome to volunteers and services users at Millbrooke House and at other locations and venues across the island as yet to be developed.

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The post is part-time, typically two weekdays or four mornings, however, flexibility will be required to include quite frequent evening and weekend hours to facilitate all Millbrooke House & Sight for Wight activities and fundraising.

KEY TASKS

1. Volunteers Management

Develop and review at regular intervals all volunteer policies, procedures information and literature. Recruit, select, train, appoint and manage volunteers for appropriate placements, including DBS checks where appropriate. Take responsibility for the maintenance of all records and manage administration associated with all volunteers with support from the Administrative Assistant. Research, develop and facilitate new opportunities, events and activities to enhance the recruitment and retention of volunteers, collaborating and working in partnership with other organisations as appropriate. Develop positive relationships and collaborate with other local and national organisations involved in utilising and supporting volunteers.

- ❖ Manage and monitor the work of the Volunteers Administrative Assistant.
- ❖ Work closely in conjunction with the CEO, Member Services Manager, Marketing, Communications & Fundraising Manager and Finance Officer to ensure that suitable role descriptions, recruitment and training are developed and maintained for volunteers.
- ❖ Represent the Charity at periodic volunteer recruitment fairs and events.
- ❖ Ensure that volunteer selection and vetting remains in-line with best practice, including appropriate reference and documentation checks and, where appropriate for the safeguarding of children and vulnerable adults, DBS checks.
- ❖ With support from the Administrative Assistant ensure requisite systems and records are introduced and maintained as appropriate, including the central database.
- ❖ Respond to requests from colleagues and Members for approved activities that require support from volunteers.
- ❖ Produce and update volunteer role descriptions as required.
- ❖ Manage volunteer rotas to ensure appropriate cover to deliver services. Liaise with volunteers to ensure rotas are effectively covered.
- ❖ Ensure that appropriate risk assessments relating to all volunteers' activities are reviewed and updated as necessary.
- ❖ Support volunteers to ensure they feel valued.
- ❖ Research, develop and deliver or facilitate training and development initiatives for volunteers.
- ❖ Arrange, promote and facilitate quarterly volunteer team updates / social gatherings, including the annual summer thank you celebration.
- ❖ Working in conjunction with the CEO and with support from the Marketing, Communications and Fundraising Manager, develop new literature and promotional material for volunteers and to promote volunteering as required.
- ❖ Liaise with volunteers as required, working in conjunction with the Marketing, Communications & Fundraising Manager on establishing regular communications with all volunteers.
- ❖ Produce quarterly reports for the CEO/Trustees providing a summary of recruitment/retention/support/training/activities and communications with volunteers, together with guidance or recommendations relating to any reviews and updates in volunteer policies and practices.

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- ❖ Produce an annual report for presentation at the AGM and one with photographs for inclusion in the Charity's published annual report.
- ❖ Prepare a volunteers update and associated articles for the quarterly newsletters.
- ❖ In conjunction with the CEO develop, manage and monitor the annual budget relating to volunteers.

2. Customer Care & Acting as an Ambassador for the Charity

Provide high standards of customer care, so that our reputation is enhanced and volunteers, members and visitors are welcomed and suitably cared for.

- ❖ Acquire a sound knowledge of Sight for Wight's core objectives as a registered charity, the essential history of the Society and the current services, facilities and resources we offer.
- ❖ Maintain currency with all events and activities, associated with volunteering, member services, public relations and fundraising for Sight for Wight.
- ❖ Assist enquirers in a professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.
- ❖ Assist in the development and delivery of outreach packs that can be used by volunteer ambassadors or staff representing the charity to external bodies or groups, including school, college, youth groups and at public outreach events.
- ❖ Represent the Charity at periodic meetings / forums held by partners / collaborators as required.
- ❖ Represent the Charity at fundraising and outreach events as required.
- ❖ Welcome volunteers and visitors with any special needs ensuring familiarity with our policies, provision and facilities.
- ❖ Assist with bookings and telephone enquiries as required.

3. General Administration & Financial Controls

With assistance from the Volunteers Administrative Assistant, maintain accurate and confidential volunteer records as necessary and appropriate. Take responsibility for preparing (with the CEO) the Volunteers annual budget and monitoring expenditure thereafter. Ensure that all accounting procedures are handled in accordance with our policies and procedures and all audit requirements are adhered to. Support the general administration of Sight for Wight in acting as Duty Manager when required, (e.g. on occasions when there is no other staff member on reception duty).

- ❖ Support the routine administration of Sight for Wight services and activities following established policies and procedures.
- ❖ Assist with public enquiries relating to Sight for Wight services and activities.
- ❖ Assist in the packing / unpacking & transport for outreach events as required.
- ❖ Follow all cash handling procedures accurately and as instructed.
- ❖ Follow Sight for Wight procedures regarding the placing of orders for equipment or materials.
- ❖ Help Sight for Wight achieve sales and fundraising targets as identified.
- ❖ Adhere to fundraising policies, protocol and procedures as directed, ensuring that volunteers similarly adhere to these.

4. Millbrooke House Duty Management

On occasions, in the absence of the Member Services Manager or reception staff, you may be called upon to act as Duty Manager. In this role you would take responsibility

for the day-to-day management of security, fire and any emergency, so that established good practices are adhered to. Ensure that all facilities are presented and maintained to a high standard, observing good housekeeping, safety & security.

- ❖ Support general security & safety of buildings, unlocking and locking up Millbrooke House as required.
- ❖ Support security of resources and equipment.
- ❖ Support security of stock.
- ❖ Support security of cash.
- ❖ Prepare rooms for meetings / events as required by the diary (this includes arranging furniture and equipment as appropriate).
- ❖ Help identify & report of any faults or hazards throughout Millbrooke House.
- ❖ Undertake recorded weekly fire alarm testing and periodic fire drills as required.
- ❖ Maintain other necessary checks and records relating to health and safety matters at Millbrooke House, such as disabled alarm, first aid box contents etc.
- ❖ Support emergency evacuation of the building as required.
- ❖ Report all accidents, near misses and incidents in the Accident Book and bring to the attention of the CEO.
- ❖ Support the provision of emergency first aid as required.
- ❖ Routine checking of designated visitor areas including toilet facilities to ensure they remain in a satisfactory condition, including cleaning as required in the absence of cleaning staff.
- ❖ Act as the liaison with the regular cleaner and any external contractors expected.
- ❖ Answer door and take receipt of deliveries as necessary.
- ❖ Check deliveries and enter items on computer as necessary.

5. General

- ❖ Willingness to undertake travel, as required in support of Sight for Wight activities, including the willingness to regularly drive on behalf of Sight for Wight
- ❖ Ability and willingness to work evenings and weekends as required
- ❖ Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work
- ❖ Undertake any other duties as may reasonably be requested of the Volunteers Manager.
- ❖ Participate in all training sessions as required
- ❖ All employees are expected to work within the terms of their contract of employment and adhere to policies and practices as directed
- ❖ All representatives of Sight for Wight are expected at all times to treat those with whom they come into contact in a courteous and respectful manner
- ❖ The job description details the main outcomes of the job and will be updated if these outcomes change.

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Person Specification

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge

Essential

- ❖ Good standard of education (E)
- ❖ Principles and commitment to the importance of excellent customer service (E)
- ❖ Knowledge of the importance of Safeguarding for Children & Vulnerable Adults (E)
- ❖ Understanding the importance of instilling in volunteers the need for adherence to professional standards and the importance of maintaining professional boundaries (E)
- ❖ Knowledge of recording and reporting protocols to be followed in relation to the above (E)
- ❖ Knowledge of the importance of Health, Safety and Security, Equal Opportunities
- ❖ Awareness of DDA and Equal Opportunities legislation (E)
- ❖ Demonstrable knowledge of the voluntary sector in particular volunteering issues and good practice (E)

Desirable

- ❖ Knowledge of Marketing media / social media (D)
- ❖ Good knowledge and awareness of the issues surrounding visual impairment (D)

Skills & Aptitude

Essential

- ❖ An interest in people and a caring attitude (E)
- ❖ A friendly and outgoing manner (E)
- ❖ Good verbal communication skills (E)
- ❖ Ability to motivate others (E)
- ❖ Numerate (E)
- ❖ Excellent ICT skills, able to use Microsoft Office software (Word, Excel, Publisher, Powerpoint and Outlook) with confidence and accuracy (E)
- ❖ Good time management skills (E)
- ❖ Ability to work under pressure and with frequent interruptions (E)
- ❖ Good interpersonal skills (E)
- ❖ Ability to maintain confidentiality (E)
- ❖ A team player, able to work flexibly and positively with others (E)
- ❖ Commitment to achieving standards of excellence (E)
- ❖ Self-motivated & energetic (E)
- ❖ A positive approach to problem-solving. (E)
- ❖ Able to work independently and reliably with minimal supervision (E)
- ❖ Highly diplomatic, able to handle volunteers in a calm, courteous and confident manner (E)
- ❖ Able to identify strengths and weaknesses in volunteers with the skills to develop and manage areas for improvement (E)
- ❖ A good eye for detail and excellent presentation skills (E)
- ❖ Full, driving licence (E)

Desirable

- ❖ Good written communication skills (D)

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Experience

Essential

- ❖ Experience of working or volunteering within the charity sector (E)
- ❖ Experience of working directly with, managing and supporting volunteers (E)
- ❖ Experience of a multi-skilled post (E)
- ❖ Experience of working in a public-facing role (E)
- ❖ Experience of organising / delivering training (E)
- ❖ Experience of facilitating and organising activities, meetings and events (E)
- ❖ Experience of administrative procedures (E)
- ❖ Has worked as part of a team (E)
- ❖ Cash handling experience (E)
- ❖ Experience of administrative procedures (E)

Desirable

- ❖ Experience of working with the visually impaired (D)
- ❖ Experience of recruiting and selecting volunteers within an equal opportunities framework