



Job Description & Person Specification

Volunteer Development Manager

Job title	Volunteer Development Manager
Working hours	30 hours per week (although there may be the opportunity to increase hours should funding be available)
Salary	NJC SO1 SCP 23-25 £34,434 (pro-rata)
Accountable to	Chief Executive
Term of Contract	Permanent. The post holder will be subject to a probation review
Annual Leave	20 days + bank holidays
Probationary Period	3 months
Office base	Office-based but with the requirement to attend meetings across the borough of Bromley and London as required

Main Purpose of Post

The Volunteering Development Officer will have a key management role within Community Links Bromley. Reporting to the Chief Executive (CEO) you will manage and develop a small Volunteer Centre, ensuring that a high-quality service is provided to communities across the Borough.

This includes the co-ordination and delivery of the volunteering support services of the Volunteer Centre, including on-line, face to face and volunteering brokerage; the promotion of the service to the voluntary and community sector, including outreach; development of good practice in working alongside volunteers across the sector, including the coordination of a volunteer coordinators' forum. The post holder will also be required to work with local communities and local business/employers to identify new sources of volunteers.

Main Duties and Responsibilities

Strategic Leadership and Development

- Lead the management, delivery, and continuous development of the Volunteer Centre.
- Drive the strategic growth of volunteering across the borough by engaging with local networks, communities, and decision-makers.
- Collaborate with the CEO and trustees to enhance the volunteering service offer, including training and support in partnership with health, local authority, and VCSE system leaders.
- Identify service provision gaps and work with staff and trustees to develop new projects addressing unmet community needs.

Volunteering Promotion and Engagement

- Increase the quantity, quality, and diversity of volunteering, with a focus on young people and underrepresented groups.
- Promote volunteering through local and regional campaigns, including Volunteers' Week.
- Raise public awareness of the value and impact of volunteering.

Volunteer Support and Brokerage

- Coordinate and develop a team of volunteers to deliver online, telephone, and face-to-face brokerage services.
- Publish and maintain volunteering opportunities through the Volunteer Centre online platform.
- Support local businesses in employer-supported volunteering, including brokering team challenge days.

Training and Capacity Building

- Encourage and support good volunteering practices among community groups.
- In consultation with groups and our Funding and Development Manager, design and deliver training sessions on topics such as volunteer recruitment, retention, management, and working with young volunteers.

Contract and Partnership Management

- Manage existing and future contracts related to volunteering.
- Maintain strong partnerships with stakeholders including local authorities, public sector bodies, and VCSE organisations such as NAVCA, London Plus, and NCVO.

Monitoring and Reporting

- Provide regular reports to the CEO, trustees, and funders, detailing activities and outcomes.

- Stay informed on best practices and legislative changes in volunteering, ensuring compliance and dissemination of updates to supported groups.

Representation and Advocacy

- Attend relevant events, forums, and meetings to promote the organisation's services and advocate for the value of volunteering.

General

- Undertake any other duties that may be reasonably required by the Chief Officer and the Board.
- Ensure that the values of CLB are promoted at all times.
- Promote and adhere to all policies adopted by the Board of Trustees.

Person Specification

Key Skills and Qualifications

Volunteer Development Manager

CATEGORY	REQUIREMENTS	ESSENTIAL/ DESIRABLE
Education/training	Graduate level/equivalent	D
Experience	At least three years proven experience of developing and managing successful volunteering projects	E
	Experience of sourcing and successfully securing additional external funding for volunteering projects.	D
	Experience of promoting and championing initiatives; comfortable promoting to and encouraging participation with internal and external stakeholders.	E
	Track record of working to and achieving targets	E
	Experience of undertaking monitoring and evaluation	E
	Demonstrable experience of partnership working	E
	Experience of providing training to volunteers and/or voluntary organisations	E
	Experience of providing support and supervision to a team of volunteers.	E
Knowledge	Understanding and knowledge of the voluntary sector and the value of volunteering	E
	Knowledge and understanding of the necessary governance, including safeguarding and risk management for volunteers.	E
	Good working knowledge of organisational development and governance in the voluntary sector	D
Skills/Abilities	Excellent oral and written presentation and communication skills which are clear, easily understood and relevant to a range of audiences	E
	Ability to manage time and manage a varied and diverse workload	E
	Excellent digital skills	E
	Structured approach to work	E
	Self-starter	E

	Able to work both under own initiative and with the flexibility required to collaborate with the wider team	E
	Excellent ambassador, who can identify and develop key relationships internally and externally.	E
Travel / Working hours	Ability to travel according to the needs of the job with reasonable adjustments if required, according to the Disability Discrimination Act	E
	Ability to work flexible hours including evenings and occasional weekends	D
Anti-discrimination	Commitment to anti-discriminatory practice	E
	Commitment to implement the Equal Opportunities policy of Community Links Bromley	E