Job Description & Person Specification

Volunteer Development Manager

Job title	Volunteer Development Manager
Working hours	37.5 hours per week
Salary	NJC SO2 SCP 26-28 £37,279-£39,152
Accountable to	Chief Executive Officer
Term of Contract	Permanent. The post holder will be subject to a probation review
Annual Leave	25 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

To manage the Borough's Volunteer Centre, developing and implementing plans for the Centre's strategic development, contributing to a thriving third sector in the Borough of Bromley.

Main Duties and Responsibilities

Strategic Leadership and Development

- Assist the CEO and Board in the production of an annual plan, including strategies/ policies/ initiatives related to volunteering.
- 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.
- Maintain awareness of relevant best practice and innovations and develop proposals for their implementation in the Borough.
- 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 and the wider development and promotion of the Centre.
- 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; disseminate updates on best practice and legislative updates to supported groups.

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.
- Work with colleagues to develop and implement proportionate systems for measuring, monitoring and evaluating the effectiveness of programmes and projects.

Representation and Advocacy

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

General

- Contribute to cross-organisation initiatives including bid/ funding proposals, quality accreditation work and other projects.
- Work flexibly and supportively with colleagues in pursuit of CLB aims, priorities and outcomes.
- Take personal responsibility for contributing to high quality standards in customer relations, service delivery, project management and communications.
- Undertake any other duties that may be reasonably required by the CEO 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
	Ability to build effective working relationships with a range of organisations and partners	E
	Excellent digital skills	E
	Structured approach to work	E

	Self-starter Able to work both under own initiative and with the flexibility required to collaborate with the wider team Excellent ambassador, who can identify and develop key relationships internally and externally.	E E 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 Ability to work flexible hours including evenings and occasional weekends	E D
Anti-discrimination	Commitment to anti-discriminatory practice Commitment to implement Community Links Bromley values	E E