

## Job Specification

**Post:** Volunteer Manager

**Reports to:** Leadership Team

**Location:** London

**Salary:** £31,000 – 38,000 based on experience

**Hours:** Full time; 35 hours a week. Evening work often required to support with events and volunteer training.

**Contract type:** Permanent

### Job Overview

Diversity Role Models (DRM) is driven by its dedicated volunteers. Volunteer engagement, education, retention, and recruitment is vital to the success and growth of DRM. This role oversees and manages our strategic approach in strengthening existing volunteer relationships and building new ones.

The DRM community is made up of over 300 volunteers across the UK, who support the charity in a range of ways. Most often, our volunteers support our educational services through volunteering at student workshops and teacher trainings. This role is responsible for developing and implementing the volunteer engagement strategy and ensuring every volunteer's experience with the organisation is a positive and impactful one.

### Job Description

Diversity Role Models is a LGBTQ+ education and anti-bullying charity that actively seeks to embed inclusion and empathy in the next generation. Our vision is a world where everyone embraces diversity and can thrive. This will help create a world in which children and young people exhibit positive attitudes and behaviours towards their LGBTQ+ peers. Our mission is to create an education system in which every young person will know they are valued and supported, whoever they are.

We are looking for a new Volunteer Manager to manage, support, and grow a diverse pool of volunteers. You will oversee the volunteering experience, communication, education, and operations with DRM from recruitment to offboarding. You will lead on writing and delivering our volunteer strategy to ensure we are improving volunteer engagement, impact, retention, and experiences. You'll work closely with the Head of Operations to improve, implement, and administrate all volunteering processes including background checks, DBS certificates, and opportunity assignment. You'll work with our Head of Relationships to deliver volunteer training sessions in workplaces, and support volunteer promotion and recruitment at a range of events to varying stakeholders and audiences. You'll work with our Head of Education to deliver sector-leading volunteer training and continuing education, and to ensure volunteers understand and abide by our Safeguarding policies and procedures.

To succeed in this role, you should be passionate about the aims and mission of the charity. Our Volunteer Manager will need to be flexible, organised, and adept at coordinating people

and projects. They will have a good insight into volunteering experiences, expectations, priorities, and wellbeing. They must also be able to tell people confidently and creatively about opportunities to volunteer with us, and the impact of our work.

### **Equal Opportunities**

Diversity Role Models aims to create a positive working environment for all staff and is constantly striving for a more diverse workforce.

We welcome applications from diverse backgrounds. We encourage applications from people of colour (PoC) and other racially minoritised communities, trans, non-binary and/or disabled people. As part of our commitment to increasing diversity, we ask that all candidates answer Equalities Monitoring form as part of the application process. The Equalities Monitoring form will not be visible to the hiring managers.

### **Safeguarding**

Diversity Role Models believes that a child's welfare should always be paramount to all that we undertake as an organisation. We work to ensure to the best of our ability that the children who access our services are safeguarded from abuse. You can find out more about our approach to safeguarding by downloading our full Safeguarding and Child Protection Policy, via our website: <https://www.diversityrolemodels.org/about-us/safeguarding>

### **Key Accountabilities**

#### *Volunteer Management*

- Managing volunteer processes and systems; from communicating and coordinating onboarding and training, organising volunteer availability and placement, to offboarding processes and systems.
- Coordinating initial training and continued volunteer education to develop volunteers' skills and ensure volunteers are engaged and supported to deliver high quality services to beneficiaries.
- Working with our service providers to ensure up to date background checks, DBS certificates, references, and due diligence are maintained for all our volunteers.
- Supporting the Safeguarding Team as Deputy Designated Safeguarding Lead, undergoing all necessary training to best support volunteers' compliance with Safeguarding policies and procedures.
- Keeping all volunteer records up-to-date and accurate on our organisation CRM (Salesforce) as per GDPR best practice.
- Coordinating volunteer support, championing volunteer wellbeing, and signposting support given the personal and sensitive nature of some of our volunteer roles.

### *Strategy, Evaluation, and Reporting*

- Developing and implementing a Volunteer Strategy to meet the needs of the organisation and provide a positive volunteer experience for every volunteer.
- Evaluating and continuously improving the volunteer experience at DRM through a range of methods including coordinating our Volunteer Voice group.
- Ensuring quality assurance, risk assessment and effective evaluation of volunteer contributions, impacts, and outcomes.
- Supporting the effective monitoring and evaluation of our work and communicating this effectively to volunteers and prospective partners.
- Building and strengthening relationships with other organisations, community groups, networks, and events, especially with intersectional LGBTQ+ or ally focus.

### *Communications and Events*

- Being the primary point of contact for all volunteers and supporting them through their volunteer journey, utilising a range of communication methods including direct communications, social media, and organisational updates.
- Working with the Marketing and Communications Manager to develop effective communications about how the organisations talks about, celebrates, and promotes volunteering across all platforms.
- Leading on the recruitment of volunteers, working with colleagues across the country to deliver volunteer recruitment events and workshops, and building and promoting volunteering partnerships with other organisations and companies.
- Providing support to DRM-led events and campaigns, including coordinating and managing volunteer support at these events.

### *Other*

- This is not meant to be an exhaustive list of duties. The need for flexibility is required. We are a small team, and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

## Person Specification

### Essential

- A minimum of 3 years' work experience within Volunteer Management, CSR Management, or Human Resources Learning and Development (with a preference for 10+ years of experience).
- Proven experience and confidence in building positive relationships with volunteers/stakeholders, growing volunteer/stakeholder engagement, and ensuring retention.
- Confident in providing excellent volunteering experiences with reflective insight into volunteer circumstances, priorities, and wellbeing.
- Excellent written communication skills, including written correspondence with volunteers and sharing organisational updates.
- Strong facilitation and communication skills with confidence to deliver volunteering training and recruitment sessions both in person and online.
- Experience of implementing a strategy and evaluating its impact with a strong understanding of monitoring and evaluation processes.
- Strong strategic planning, project management, multitasking, and decision-making skills.
- An understanding of intersectional LGBTQ+ identities and issues, especially in relation to education and inclusion in the workplace.
- Able to be proactive, flexible, to work under pressure, and have a willingness to support the wider team.
- Willingness to undergo Enhanced DBS and reference checks in line with our Safeguarding Policy.

### Desirable

- Experience of writing and delivering a volunteer strategy with proven measurable success.
- Experience and knowledge of data protection protocols and dealing with confidential/sensitive data.
- Experience supporting volunteers in education (or similar sectors such as youth, charity, and community work) with an understanding of safeguarding best practice.
- Proven success using mass communication tools and campaigns (such as Brevo).
- Experience and skills with Salesforce or similar customer relationship management (CRM) systems.

## Terms and Conditions

- Hours – 35 per week
- Annual Leave – 28 per annum plus 4 organisation closedown days and bank holidays.
- Probation period – post subject to successfully completing a six-month probationary period.
- As an organisation we follow a hybrid method of working. London-based colleagues work from home and our office in London. Commutes to our London office are self-funded so please bear this in mind if you don't live locally.

## Colleague Benefits

- Generous leave allowance of 28 days annual leave plus 4 closedown days.
- Employer's contributory pension at 4% of annual salary.
- Employee Assistance Program.
- Smart health private GP appointment system.
- Life insurance/Long-term sickness cover.
- Retail discount portal.
- Two paid volunteering days.
- Flexible working to support a healthy work/life balance (including time off in lieu).
- Informal dress code.

## How to Apply

The Application Form and Equal Opportunities Monitoring Form can be found on our website: <https://www.diversityrolemodels.org/about-us/join-the-team>

To apply for this role please send your completed Application Form and Equal Opportunities Monitoring Form via email to: [jobs@diversityrolemodels.org](mailto:jobs@diversityrolemodels.org).  
CVs and cover letters will not be accepted.