Our vision

A society where we can all make a difference to the causes that we believe in.

Our mission

To help voluntary organisations and volunteers make the biggest difference they can.

NCVO champions and strengthens volunteering and civil society, with over 14,000 members, from the largest charities to the smallest community organisations.

There are thousands of voluntary sector organisations in the UK. There are millions of volunteers.

Every day, across the country, people give their time, energy and money. And for over 90 years, NCVO has brought the voluntary sector’s people together: to solve problems, address root causes, and inspire each other.

We know the power of the voluntary sector and volunteering. No one organisation can solve society’s challenges alone, but collectively we’re all vital for sustaining society in times of challenge and change.

That’s why, inspired and empowered by our members, we support and celebrate volunteering in all its diversity, and champion and strengthen the voluntary sector – by making sure the government knows its true value, and making sure it can continue to do what it does best.

Because a vibrant and thriving voluntary sector improves the world around it.

See our five year strategy, and our theory of change here for more information about our organisation.

Our values

Our values shape NCVO’s culture. They guide how we behave and make decisions.

We will:

- **use evidence.** We base what we say and do on the best research and our members’ experiences.
- **be creative.** We explore new ideas and approaches, looking for what will add real value.
- **be collaborative.** We work with our members and partners to achieve the best results.
- **be inclusive.** We value diversity and work to make sure that opportunities are open to all.
- **work with integrity.** We are open and honest, and do what we believe is best for our members, volunteers and the voluntary sector.
Who we are looking for

In this exciting role, you will lead the development of digital products and features that inform, support and celebrate the charity sector and are used by hundreds of thousands of people every year.

Working with a range of stakeholder teams, you’ll define product visions based on business and user needs, developing project briefs and – in collaboration with digital agencies – deliver plans from discovery through to prototyping, testing, launch and beyond. You’ll support teams in the iterative optimisation of their websites, designing and delivering regular user research and testing, and managing a prioritised backlog of validated user stories. You’ll work as part of a collaborative and innovative team of digital content, development and data specialists, acting as an expert link to channel requirements, ensure a joined-up approach and ultimately deliver an excellent experience for users.

With a track record of managing multiple digital products and services in a fast-paced, agile environment, you have an excellent understanding of current and emerging technologies and are confident communicating technical solutions and their benefits, limits and risks in accessible language to colleagues of all levels. You are solutions-focused, pragmatic and collaborative in your approach, with an excellent attention to detail. You also have a strong understanding of user experience design and research techniques, and demonstrable experience of using data and research to inform development and improve outcomes for users.

An understanding of charities and the voluntary sector is an advantage.

NCVO is fully committed to equality, diversity and inclusion in our sector. We want this to be reflected in the diversity of the people who work for us and we welcome applications from people from all backgrounds.

Please also see the job description for full details.

Equality, diversity and inclusion

NCVO is fully committed to equality, diversity and inclusion. We want this to be reflected in the diversity of the people who work for us. To help us achieve this, we aim to make our recruitment process fair.

We judge the application, not the person. When we receive parts 1 and 2 of your application forms, the Human Resources team will separate your personal details before passing to the interview panel. This means the interview panel will only shortlist based on the knowledge, skills and experience you tell us about, and how well they meet the person specification set out in the job description.

If you tell us you are disabled (according to the Equality Act 2010) and your application meets the minimum criteria for each specification listed in the job description, we will interview you
for the role. We will make reasonable adjustments during each recruitment stage to ensure it is inclusive and works for you.

### Working at NCVO

NCVO is located in modern, accessible offices, in Regent’s Wharf, London N1. The building is owned by NCVO, and most of our staff are located on the third floor. In addition, we have charity tenants (second and fourth floors).

NCVO employs approximately 100 staff.

NCVO staff benefit from:

- 25 days’ annual leave, plus Bank Holidays, plus office closure between 25 December and 1 January inclusive (pro rata for part-time staff). After three years’ service annual holiday increases to 27 days, and after 5 years to 30 days, (pro rata for part time staff)
- Purchase of up to 5 days’ annual leave per year
- 5 days’ volunteering leave (pro rata for part-time staff)
- Generous employer pension contribution of up to 8.5% of salary, into our stakeholder pension scheme (linked to employee contribution)
- Flexible working
- Learning & development opportunities
- Enhanced maternity, paternity, adoption and shared parental leave
- Season ticket loan
- Corporate gym membership at subsidised rate
- Health club allowance option
- Opportunity to join Hospital Saturday Fund (HSF) health cash plan at a reduced rate
- 24 hour free and confidential employee assistance programme

NCVO is made up of three departments:

- Public policy and volunteering
- Enterprise and development
- Planning and resources.

### Public Policy and Volunteering Department

Our aim is to strengthen the voluntary sector and volunteering by influencing the external policy environment, both nationally and internationally.

We have a reputation as an authoritative voice for the sector: our policy positions and campaigns are built upon a strong research and evidence base and an engaged membership. We develop and maintain excellent relations with stakeholders in the voluntary sector, business, government and the media to ensure that the sector is represented effectively at the highest levels.
We develop and maintain excellent relations with stakeholders in the voluntary sector, business, government and the media to ensure that the sector is represented effectively at the highest levels. Our primary aim is to champion the voluntary sector and volunteering by influencing the external policy environment, both nationally and internationally. We also aim to strengthen voluntary organisations by providing advice and support around areas such as lobbying and campaigning. In short, we’re serious about public policy because we want to help volunteers and voluntary organisations make the biggest difference they can.

Enterprise and Development Department

The department has a key role in supporting the sector whilst ensuring NCVO remains financially sustainable, we do this by being evidence based, creative, collaborative, inclusive and working with integrity. An ethical approach to income generation is fundamental.

Our enterprise strategy is achieved by working in collaboration, developing trusted supplier strategic partnerships, working closely across NCVO in a shared way, using IT effectively and efficiently, providing digital solutions where appropriate, being customer led and building prospects through a targeted and segmented approach.
Planning and Resources Department

The department’s objective is to provide high quality, customer focused services that enable NCVO trustees and staff to achieve the organisation’s aims. Our digital and data team ensures we’re providing support to our members in the most effective and efficient ways, our conference services team manage our highly popular venue, while our IT, finance, HR and facilities teams make sure the whole organisation runs smoothly.

The department also supports NCVO’s board and looks after NCVO’s organisational planning and reporting. The Director for Planning and Resources is Company Secretary for NCVO and NCVO Trading Limited.

Vacancies at NCVO

All vacancies at NCVO are listed on our website www.ncvo.org.uk/about-us/work-for-us

If you have any questions about our vacancies, you can contact our Human Resources team via email: Recruitment@ncvo.org.uk

Please note, due to limited capacity, we are not able to respond to or provide feedback on every application received. If you have not heard from us by the interview date listed in the advert, unfortunately you have not been successful in your application.

NCVO (The National Council for Voluntary Organisations), Registered in England as a charitable company limited by guarantee.

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