VOLUNTEERING DEVELOPMENT MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION
1. Job details

Job title: Volunteering Development Manager

Responsible to: Director of Public Policy and Volunteering

Directorate/department/team: Public policy and volunteering department

2. Job purpose

To lead NCVO’s work on volunteering policy and good practice, shaping and delivering the elements of NCVO’s strategy that relate to volunteering. To shape the external environment for volunteering, develop and manage relationships with key volunteering stakeholders in the public, private and voluntary sectors, influencing stakeholders on volunteering issues, including NCVO’s own staff, and the media.

3. Dimensions

- Manage the volunteering development unit
- Lead our advice and support for volunteers and volunteer involving organisations, including the design and delivery of consultancy and training on volunteering
- Lead and manage NCVO’s work on volunteer management and good practice, working with key stakeholders such as the Association of Volunteer Managers and public bodies including NHS England
- Provide advice to NCVO staff and board on volunteering issues
- Develop funding proposals on volunteering for submission to external funders and to manage successfully funded projects
- Develop and manage relationships with key volunteering stakeholders the private, voluntary and public sectors, influencing stakeholders on volunteering issues
- Lead on engagement with members and the wider sector on volunteering issues, including working with the media, and through writing guidance, articles and blogs
- Lead on the development and delivery of Volunteers’ Week in England, a national campaign to celebrate and raise the profile of volunteering
- Monitor budgets and expenditure according to NCVO’s financial procedures
- Manage project staff and consultants as appropriate
4. Organisation chart

Volunteering Development Manager (this post)

- Volunteering Development Assistant
- Volunteering Development and Consultancy Officer
- Trainee Volunteering Development Policy Officer

5. Main accountabilities of the post

1. To lead NCVO’s work on volunteering policy and good practice, shaping and delivering the elements of NCVO’s strategy that relate to volunteering:

   - Lead and continue to shape our strategy for supporting volunteering management and volunteer managers, both paid and unpaid, across all sectors.
   - Lead and develop NCVO’s advice and support for volunteer involving organisations, including paid-for training and fee-generating consultancy
   - Provide advice to NCVO staff and board on volunteering issues
   - To develop funding proposals on volunteering for submission to external funders and to manage successfully funded projects
   - Ensure the learning from any work is captured and communicated
   - Develop strong links with key stakeholder groups in this field: the Association of Volunteer Managers, Volunteering Matters, NHS England, NCVO members
   - To contribute to income generation through design and delivery of consultancy and training, and the development and management of externally funded projects:
Design and delivery of a consultancy and training offer on volunteering, working with the consultancy team and other relevant colleagues throughout NCVO, with the aim of maximising impact for customer organisations and income generating potential for NCVO.

Explore the opportunities for increased sponsorship for Volunteers’ Week and for other volunteering campaigns, in association with other relevant departments.

2. To shape the external environment for volunteering:

- Shape the external environment for volunteering, working with the policy and public services team to influence the development of policy and regulation on volunteering and social action.
- Develop and manage relationships with key volunteering stakeholders the private, voluntary and public sectors, influencing stakeholders on volunteering issues.
- Lead on engagement with members and the wider sector on volunteering issues, including working with the media, and through writing guidance, articles and blogs.
- To lead on the development and delivery of Volunteers’ Week in England, a national campaign to celebrate and raise the profile of volunteering.
- Organise the National Volunteering Forum.

3. To help ensure that volunteering and volunteer management is central to and embedded in the delivery of NCVO’s strategy:

- Work across the organisation to ensure that there is a high level of knowledge and understanding of volunteering policy and practice issues.
- Maximised opportunities for internal collaboration and external income generation.
- Work actively with relevant teams to ensure the work on volunteering has a strong external profile, including contributing to key organisational-wide events such as the annual conference.
- Work closely with colleagues to inform them of developments in volunteering management and to ensure that volunteer managers are supported effectively.
- Provide advice and expertise to the staff working on the Investing in Volunteers quality standard.
- Ensure NCVO’s products and services are effectively promoted to those managing volunteering.

4. To manage all work-related contacts and projects on NCVO’s CRM system.
6. Work context

Each day, millions of people make a difference to the causes they believe in through voluntary organisations and volunteering.

This thriving voluntary sector and volunteer movement are essential for a better society – especially in times of challenge and change.

That’s why, inspired and empowered by our 13,000 members, NCVO champions the voluntary sector and volunteering. We do this by connecting, representing and supporting voluntary organisations, from the smallest community groups to the largest charities.

The post is located at NCVO’s London office.

The public policy and volunteering department is led by the director of public policy and volunteering. It comprises the:

- volunteering development unit
- policy and public services team
- research team
- external relations unit

We have a reputation as an authoritative voice for the sector: our robust, actionable 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.

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.

While the job is predominantly based in Society Building in Kings Cross, London, it will involve regular attendance at external meetings and events during the day and evenings, and will involve travel and some overnight stays.

The role will involve carrying out presentations to a wide range of audiences, including members and potential members, stakeholders and decision makers.
NCVO’s other departments are:

- enterprise and development
- planning and resources.

NCVO is Positive about Disabled People.

## 7. Autonomy and decision-making

The postholder is expected to take significant responsibility and autonomy for their area of work. They will lead on the development and implementation of a new strategy for volunteer management and good practice and on the design and delivery of Volunteers’ Week. They will work with a range of high-level partners across the UK, including senior civil servants, and senior managers in voluntary organisations and sector umbrella bodies. They will play a role in setting income targets for the year and in ensuring these targets are met.

The postholder will communicate at all levels within external organisations, including the most senior, and will work closely with relevant staff across the organisation. S/he will deputise for the director of public policy and volunteering at internal and external meetings as required.

The post receives monthly supervision, weekly team catch-ups and regular one-to-one meetings. The postholder is expected to contribute to the strategic development and delivery of the volunteering development unit’s operational plan on a day-to-day basis.

## 8. Communications

The postholder is required to establish excellent working relationships with key internal and external contacts at the highest levels in order to promote understanding of the volunteering work of the department and to maximise its reach and income generating potential.

### Internal

The postholder is required to develop and communicate the work to senior managers and other teams within the organisation. The postholder is expected to work closely with other teams to maximise understanding of volunteering and the work of the unit.

### External

The postholder will be expected to develop and manage strong working relationships with a range of external contacts, at senior levels within a range of organisations and settings, including
central and local government, funders, UK-wide umbrella bodies, and NCVO members and other potential customers across the voluntary, statutory and private sectors.

9. Main areas of difficulty

- Managing a complex work programme with multiple stakeholders across the public, private and voluntary sectors
- Keeping an up-to-date awareness of developments in volunteering and the public policy environment
- Maintaining knowledge of volunteering management good practice
- Communicating with the media on volunteering issues

10. Essential knowledge and skills required

Knowledge

1. Educated to degree level or experience which demonstrates equivalent ability
2. Understanding of the key issues affecting volunteering management and volunteer managers
3. Understanding of the key policy issues concerning volunteering at a national, regional and local level
4. Knowledge of the wider policy environment in volunteering and the voluntary sector and the impact it has on NCVO’s work

Skills

5. Project management experience, including setting and meeting clear targets and outcomes and working with colleagues to achieve outcomes
6. Strong interpersonal, networking and facilitation skills
7. Excellent communication skills, both written and oral, for a range of audiences at all levels
8. Strong analytical skills to inform strategy and development
9. Work on own initiative and as part of a team

Experience

10. Income generation, preferably within a business enterprise culture
11. Practical experience of volunteering management, either paid or as a volunteer
12. Project management
13. Using digital skills, including office software, blogging platforms
14. Budget management including budget setting and associated financial planning and management social media
15. Manage, develop and lead staff

11. General information

To, at all times, adhere to NCVO’s policies on:

- equal opportunities
- diversity and dignity at work
- health and safety
- confidentiality
- no smoking
- environment and sustainability.