Versus Arthritis

Job description

Job title: Volunteer Experience Co-ordinator

Reports to: Volunteer Experience Manager

Department: Volunteering

Directorate: People and Culture

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**People and Culture (P&C) Directorate**

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Our People and Culture Directorate delivers all our people related services including Culture, People Business Partnering, People Operations, Diversity and Inclusion, Learning and Development and Volunteering and Involvement. We work together to ensure that Versus Arthritis is a great place to work and volunteer and that everyone feels, engaged, motivated, supported, valued and included and able to do their best for people with arthritis.

Job purpose

To provide nation based local best practice guidance focussing on ensuring a high-quality experience for both volunteers, and in turn, people with arthritis.

Main duties

* Supporting the development of a partnership approach - with Services and Fundraising colleagues - to volunteer support (remote and face-to-face) in order to encourage the growth of volunteer-led services across the UK.
* Promoting a one Versus Arthritis consistent experience so all volunteers have the same access to training and quality of support whatever their role or location.
* Areas of support:
* Acting as local point of contact for those who work alongside or manage volunteers and volunteers for all queries relating to the volunteer experience – attraction, induction, developmental training, support, implementation of reward and recognition – as well as quality control.
* In the first 6 to 9 months, supporting volunteers to adapt to changes in the way we deliver services to people with arthritis.
* Empowering volunteers – working with volunteer development colleagues to encourage self-sufficiency.
* Support the development and roll out of new resources specifically the new volunteer data engagement system, digital competency workshops and the ambassador (speaker) programme.
* Reviewing volunteer levels and design the volunteer recruitment campaigns, promoting accessibility and diversity.
* Facilitating volunteer to volunteer sharing of ideas and best practice through regional and local forums.
* Gathering feedback on what volunteers need/impact measurement and stories through a range of feedback loops.
* Providing an essential link between central and local volunteer and services teams.
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To demonstrate commitment to inclusive working, ensuring equality and valuing diversity.
* To champion volunteering best practice and principles.
* To undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Volunteers.
* Volunteer Engagement Manager.
* Service Volunteer Trainer.
* Heads of Nations.
* Services colleagues.
* P&C colleagues.
* Fundraising.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Essential experience and knowledge

* Practical experience of having simultaneously supported different groups of volunteers preferably within a service delivery setting.
* Experience of having delivered training to groups of volunteers.
* Experience of having worked with volunteer management systems and encouraging volunteers to use it.
* Demonstrable understanding of volunteering best practice and how to embed it.

Skills

* Demonstrable competence in spoken, written and presentation skills.
* Ability to adapt communication style to audience.
* Facilitation skills at workshops or forums.
* Ability to assimilate information and drive forward change.
* Ability to build positive relationships quickly and to facilitate interactions between individuals and groups of people.
* Good IT knowledge and ability to share information with others.
* Ability to manage competing priorities and changing requirements.
* Strong team player, competent in collaboration, as well as able to work effectively on own initiative.

Desirable experience, knowledge and skills

* Experience of a health or disability charity.
* Knowledge of volunteer management or customer relationship management (CRM).
* Report writing.
* Knowledge of charity governance and legal.
* Professional membership of Association of Volunteer Managers.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.