



## JOB PROFILE

**Post Identification:** **Volunteer and Community Engagement Manager**

**Reports to:** **Head of Fundraising and Engagement**

**Job Purpose:** The Volunteer and Community Engagement Manager is a new and exciting role that will help us realise the potential of volunteering in our growing charity, and build on existing community relationships to increase our volunteer numbers and our presence in the community.

**Principal Accountabilities:**

- ◆ Be an effective manager, line managing our Volunteer, Community Outreach and Access Technology teams
- ◆ Working with various partner organisations, building relations while exploring possible funding/joint working/event opportunities whilst supporting the Outreach team.
- ◆ In collaboration with the Access Technology Trainer, develop the Sight for Surrey access technology service to clients using volunteers to support
- ◆ Review and develop the SfS policies for volunteering and ensure volunteers are up to date with our relevant policies, legislative requirements and our needs and requirements
- ◆ Ensure records including Disclosure and Barring Service applications and car insurance are managed appropriately and volunteers adhere to volunteering best practices
- ◆ Monitor the quality and safety of service delivery by volunteers
- ◆ Oversee and support the recruitment and training of new volunteers
- ◆ Work with SfS staff on new initiatives that will require recruiting specialist volunteers
- ◆ Develop networks and partnerships with other agencies working with volunteers
- ◆ Ability to work flexibly according to the business need which may include evening and weekends

**Work Context:**

This post is a key part of Sight for Surrey's ethos of community service. We have a good track record of working with volunteers and currently have over 135 volunteers working with us in a variety of roles. We need to increase our volunteer roles to support the work we do and build relationships with other community organisations across Surrey. We also need to grow our IT support for clients as the need for technology increases.

This role is countywide; therefore an ability to travel across the county independently is essential.

Sight for Surrey constantly reassesses its priorities in line with a changing funding environment and the needs of the people we support, so this post holder will need to have a flexible approach. No one will be asked to carry out work for which they are not properly trained.

### **Skills and Qualifications:**

- Relevant experience in volunteer engagement and support
- Demonstrable experience of engagement with individuals and/or with communities
- Knowledge of volunteering best practice, strategy and policy
- Understanding of data protection requirements and confidentiality
- Planning and organisational skills, including ability to plan, prioritise and deliver a complex workload
- Strong presentation skills, sufficient to deliver training to staff and volunteers
- Experience in MS Office and confident in using a database
- Strong communication skills – verbal and written, and ability to relate well to people from all backgrounds
- Able to champion the role and contribution of volunteers
- Ability to engage and influence colleagues

### **Competencies Required:**

#### **1. Strategic and Operational Management**

Understand the 5 year Strategic Plan and objectives and how it contributes to our mission. Think ahead and develop, lead and grow a busy programme of recruitment and encouragement of volunteers to meet the needs of the charity. Develop innovative approaches to recruitment and service delivery and make recommendations and suggestions to senior managers.

#### **2. Inspiration**

Create new roles and tasks for volunteers working with colleagues across the charity. Increase the potential of the Outreach team as they build relationships across the county. Develop imaginative and effective ways of recruiting new IT volunteers and increase our IT support service to clients. Value and motivate volunteers to help them provide quality services and support for Sight for Surrey.

#### **3. Making Things Happen**

Plan resources effectively and manage any crises effectively within laid down policies. Demonstrate a consultative and informed approach to problem solving, using patience and understanding. Liaise with Sight for Surrey colleagues and senior managers, and externally with other groups.

#### **4. Record keeping**

The people Sight for Surrey support are often vulnerable so it is essential that all volunteers have an appropriate Disclosure and Barring clearance, and that our records of all other relevant paperwork such as driving licence details and insurance is kept up to date and properly recorded.

#### **5. Managing Change**

The post holder must be open to new ways of working, adapt well to change and be able to feed back the impact of changes to volunteers and to senior managers.

#### **6. Personal Impact**

Make a positive impression on people as a consequence of your personal style, abilities and credibility. Act with integrity and strive to develop the competencies required to meet organisational objectives and to adapt to changing and sometimes uncertain needs and circumstances.

#### **7. Focus on the people we support**

Volunteer services are built around the needs of the people we support and the needs of the charity. The post holder must maintain good relations with people we support, seek their views on our services, and respond effectively to their comments to recommend improvements. Encourage volunteers to constantly reflect on service standards and how to deliver effectively.

#### **8. Use of Information Technology**

Must be familiar with MS Office programmes and other relevant IT, and use it proactively and effectively to do the job.

#### **Physical Requirements/Effort:**

Ability to travel around the county.

#### **Working Environment:**

Office based but with some external work. Some evening and weekend work.

#### **Organisation:**

At Induction

#### **Verification:**

Post Holder: \_\_\_\_\_

Name in Capitals: \_\_\_\_\_

Date: \_\_\_\_\_

Line Manager: \_\_\_\_\_

Name in Capitals: \_\_\_\_\_

Date: \_\_\_\_\_