



Charity Engagement and Volunteering Manager

Role Description

December 2020

Our Purpose

We believe that volunteering changes lives, communities and society and everyone can be inspired to do it. The Jewish Volunteering Network (JVN) promotes volunteering and connects and supports volunteers for the benefit of charities across the Jewish community and wider society.

Our Vision

JVN will be the Jewish community's centre of volunteering excellence by 2023.

Our Strategic Objectives



Our Values

We promote volunteering to all

- We apply the highest standards of integrity and transparency to all aspects of our work, acting ethically in all we deliver
- We are guided by the imperatives of *Tikkun Olam* (healing the world) and *Gemilut Chasadim* (acts of kindness)
- We work respectfully across all communities
- We believe that volunteering should be a positive, safe and rewarding experience for the volunteer and those people they are helping

The Role

This role is at the very heart of JVN's activities. The successful candidate will have the opportunity to have a meaningful impact on JVN achieving our purpose through your expertise in volunteer management and leading the charity engagement and volunteering team. It brings the opportunity to:

- Enable charities to find volunteers through JVN's website
- Share your volunteer management experience and expertise
- Utilise your knowledge of the Jewish community and the wider charity sector
- Manage team members, including JVN volunteers

Our ideal candidate will approach the work with a high degree of enthusiasm, commitment and flexibility. You'll come with ideas, inspiration and a touch of creativity to power us into 2021 and beyond.

Reporting to

Chief Executive

Hours

This is a 4 days pw role (see p4).

Responsibilities

Connect, Support and Place Volunteers

- Overall responsibility for increasing the number of volunteers who register with JVN, connect to charities and are placed in volunteering opportunities
- Analyse monthly stats with IT and Data Manager to work towards increasing numbers of registrations, connections and placements
- Continuous communication with IT and Data Manager to improve CMS and status recording, identifying special projects registrations, changes on website

Manage Partnerships with Charities

- Support new and existing members in best recruitment methods and use of website
- Recruit new charities to use JVN's site and encourage membership
- Maintain and support existing member relationships
- Manage process of audit emails to charities for data collection
- Oversee membership administration and payments
- Lead on and support individual charity agreements for big events
- Oversee nominations process for JVN Celebration of Volunteering Awards
- Reconnect with charities who attained JVN Kitemark and conduct volunteer surveys, manage the roll out to new charities

Provide Expertise and Consultancy in Volunteer Management to Charities

- Provide expertise in volunteer management to enquiries from Volunteer Managers
- Provide regular email briefings to Volunteer Managers on the latest information relevant to managing volunteers
- Support the Training and Development Consultant with the programme for Volunteer Managers, Volunteers and Trustees
- Present training sessions when the Consultant is unavailable or where specific skills are needed
- Conduct bespoke consultancy sessions with charities and follow up with materials for partners and member charities in volunteer management
- Create updated content for modules on Trustees' recruitment and role descriptions for the Board Building Framework (in partnership with Lead-JLC) and run bespoke sessions

Manage Charities and Volunteering Team

- Manage, support and develop 4 direct reports
- Conduct weekly team meetings and arrange training opportunities
- Recruit, manage, support and develop JVN office volunteers
- Plan campaign of communications about volunteering to stakeholders

Develop and Manage the Manchester Operation

- Manage, support and develop the Manchester Coordinator
- Support the Manchester Coordinator in the development of local members and partnerships
- Oversee programme of local events
- Visit every 2 months

Special Projects *(including Turning Point, Supported Volunteering)*

- Manage the lead professional and volunteers working on the projects
- Support with mentor recruitment & training
- Manage relationship with external agencies

Develop relationships with Sector Partners

- Including AVM, NCVO, Groundwork, Step on Board, Caritas, Value You.

General

- Support Chief Executive in running the organisation smoothly and efficiently
- Lead on Safeguarding and Privacy policies

Charity Engagement and Volunteering Manager Person Specification

Skills and Abilities Essential

- **Volunteer management experience, knowledge and expertise**
- High-level knowledge of volunteering best practice, policies and procedures
- Volunteer recruitment experience, knowledge and expertise
- Staff leader and manager
- Passionate about and experienced in volunteering
- Strategic thinker
- Dynamic, creative thinker
- Motivated, enthusiastic, driven
- Excellent interpersonal and verbal communication skills, ability to inspire and motivate
- Flexible approach to a range of tasks
- Ability to work on several projects to deadlines in a busy environment
- Determined to see projects through to completion
- Efficient and effective organiser and administrator
- Ability to plan and initiate work effectively, independently and as part of a team
- Strong team ethos
- Methodical and high attention to detail
- Proficient digital skills (Word, Excel and Powerpoint), online platforms
- Database/CMS experience
- Charity sector experience
- Knowledge of latest thinking in the wider voluntary sector

Desirable

- Keen to learn and develop own leadership
- Knowledge of the Jewish community

Salary

£26,000 – 32,000 per annum depending on experience (£32,500 – 40,000 FTE)

Working Hours

4 days pw Monday to Thursdays 9.00am-5.30pm with half an hour break for lunch (unpaid).

JVN's working hours are Monday to Thursday 9.00am-5.30pm, Fridays 9.00am-1.00pm (winter), 9.00am-3 pm (summer) FTE: 36 hours (summer), 38 hours (winter).

This role will require working outside of working hours on occasions (evenings, Sundays).

Holidays

24 days including 8 days bank holidays when they are on working days.

Jewish Festivals

JVN is closed for Jewish festivals when they fall on working days (Rosh Hashanah, Yom Kippur, Shavuot, first two days of Sukkot and Shemini Atzeret and Simchat Torah).

Location

This role is based at the JVN offices in Bet Meir, Schaller House, Albert Road, London NW4 2SJ.

Travel around London will be required as part of the role, as well as bi-monthly visits to the Manchester office.