



Volunteer Manager

If you are passionate about volunteering, this could be the job for you. Our ideal candidate is creative, friendly, enthusiastic, organised, adaptable and approachable.

As the first person a volunteer in KEEN London may meet, the Volunteer Manager will be the face of the organisation. We are at a key stage of strategic development within the organisation and are looking for someone who is keen to have a progressive role in the future of the charity.

We are looking for candidates who share KEEN London's values i.e. inclusive; compassionate and supportive; committed to high standards; trustworthy; respectful; accountable and fun.

We are proud of the difference we make in the lives of children and young people so if you would like to be a part of this, we'd love to hear from you.

Title: Volunteer Manager

Role type: Permanent, Full Time

Hours: 35 hours PW

Salary: £28,000 - £32,000 pa dependent on experience

Reports to: Director

Location: N4 but hybrid arrangements welcomed.

About KEEN

KEEN London is a small but growing charity. Our vision is for every child to have the chance to enjoy sports and leisure activities and none are left behind due to disability. Demand for our service is high: currently, over 100 families across London are members of the KEEN family and we provide over 6,000 hours of supported care every year to disabled children. As part of a small team, you have the chance to make a real difference in the lives of children with additional needs.

This is a newly created and hugely rewarding role which will sit at the heart of our work. You will support our large group of existing volunteers, and recruit a diverse cohort of volunteers, to help deliver our services.

The successful candidate will lead in creating and delivering our Volunteering Strategy, providing day-to-day volunteer admin management e.g. recruitment, onboarding, training, policy development, safeguarding, recognition schemes and pastoral care, and providing support to staff managing volunteers across the charity's various services.

The post holder will need to be comfortable taking the initiative and working independently, whilst also being able to build strong relationships across all levels of the team. The ability to gain buy-in from stakeholders, demonstrate discretion and display outstanding communication skills are all critical to success in this role, as well as the ability to prioritise effectively and manage a varied workload.

KEY RESPONSIBILITIES

- Improve our volunteer recruitment, retention and conversion rates by identifying barriers across the volunteer journey and work with colleagues to improve our policy, process, communications, digital products and guidance for volunteers.
- Use data and research to identify and solve inefficiencies in the volunteer journey
- Make sure that volunteering at KEEN London is a positive and fun experience
- Recruit new volunteers by attending volunteer fairs and community recruitment events



- Working with the wider team to develop a comprehensive strategy for volunteer engagement and work with KEEN colleagues to implement that strategy
- Manage the volunteer population to make sure that there are sufficient volunteer numbers to deliver all planned activities
- Establish a volunteer lifecycle structure that ensures a robust pipeline of new volunteers and creates pathways for deeper volunteer engagement
- Working with the wider team to develop a coordinated, KEEN-wide volunteer recognition process
- Support and empower volunteers in their roles, developing and delivering volunteer training so that all volunteers are able to meet their potential and complete their volunteer roles effectively
- Create mechanisms to evaluate and monitor the effectiveness of our volunteer management and retention activities and recommend changes, as necessary
- Track and report volunteer demographics to senior leadership on a regular basis.
- Advise staff on best practices in volunteer recruitment, management, and stewardship
- Provide input and support volunteers to engage with our ongoing work on equity, diversity and inclusion
- Working with senior leadership to develop and maintain volunteering policies and procedures and keep on top of any changes in legislation, trends in volunteering and sector good practice
- Work closely with the wider team, sharing information and volunteer feedback
- Lead on, and attend, volunteer celebration events

Other tasks

- Occasionally attend our services to better understand them and the volunteers' roles within them.
- Occasionally support at one-off events such as our summer party and occasional fundraising events.
- Support other members of the team as necessary to ensure the smooth running of the charity.

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert early.

An enhanced DBS disclosure will be required for this post.

KEEN London is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment.

Benefits

Company Pension

Employee Assistance Programme

22 days annual leave, in addition to bank holidays

Birthday Leave

Subsidised social events

Subsidised eye tests and glasses

Employee Loan Scheme

Disability Confident Employer

Season Ticket Loans

Closure of office between Christmas & New Year period (not taken from annual leave entitlement)

Flexible working options

Training and development to support your learning and growth

Free tea and coffee in the office!



Person Specification

Essential:

- Experience managing and coordinating volunteers within the charity sector
- Ability to self-motivate and work within a collaborative team environment
- Excellent communication skills
- Provision of support and advice to volunteers
- A commitment to equality and diversity with the ability to integrate this into all aspects of the organisation

Desirable

- Experience creating and delivering induction and training programmes
- Experience working within the voluntary sector
- Experience working with CRM systems
- Knowledge of safeguarding

You must have the right to work in the UK to work in paid employment with us. You'll need to share documents showing you're eligible to work in the UK if we offer you employment.

How to Apply

To apply, please **email your CV and supporting statement** to Debbie Holden at debbie@keenlondon.org by **midnight 4th February 2024**, if you would prefer to **send us a video as your supporting statement then please do**.

Tell us:

- o Why you are interested in this role,
- o How your experience meets each point of the person specification.

Interviews will take place online, 7th-9th February.

If you would like an informal conversation about the role, please contact Debbie Holden on debbie@keenlondon.org

KEEN London is an employer that values the diversity of its workforce and welcomes applications from all sections of the community.