



JOB DESCRIPTION

Job Title:	Volunteering Manager
Hours of Work:	35 hour per week (plus matchdays as required)
Department:	Everton in the Community
Grade	5
Location:	EitC Campus
Responsible to:	Director of Finance, Resources and Operations
Responsible for:	Volunteer Co-ordinator, all Volunteers.
DBS Required:	Yes

Role Summary

To be responsible for our Award-Winning Charity's (EitC's) Volunteering Programme.
To co-ordinate volunteer resources across all Charity programmes and develop effective and efficient recruitment processes to support the Charity's longer term growth strategy, aims and objectives.

Key Responsibilities

- ✦ To develop and coordinate a comprehensive volunteering programme engaging local people from diverse communities in the region. A particular emphasis is to engage with young people and individuals who are looking to develop their skills and wider experience with a view to engaging in the wider job market.
- ✦ To facilitate the involvement of various EitC and Everton Club departments in providing diverse volunteering opportunities for participants.
- ✦ To liaise with colleagues to create job descriptions for volunteering roles that fall in line with EitC's organisational and departmental objectives and aim to give volunteers a meaningful volunteering experience.
- ✦ To develop effective strategies to recruit the right volunteers with the right skills, utilising the current intake and interview protocol for potential volunteers to ensure the best match between the skills, qualifications, and interests of the volunteers and the needs of Everton in the Community.
- ✦ To ensure that all volunteers are given a comprehensive induction before commencing their role, allowing them to gain a sound understanding of the organisation's vision, strategies, policies and procedures. In particular, the requirement to provide a range of volunteering opportunities to ensure volunteers gain wide experience.
- ✦ To help each volunteer with personal / professional development and establish a volunteering action plan and mentor each individual to achieve their volunteering goals.



✦

To identify training needs of volunteers giving them the best opportunity to effectively fulfil their volunteering role, whilst providing all volunteers with the opportunity to gain professional accreditations, i.e. volunteering awards, coaching qualifications, leadership awards, higher education opportunities.

- ✦ To continue to develop innovative methods for volunteer engagement and management, using modern approaches to how we communicate with volunteers and how volunteers reflect on their experiences.
- ✦ To advertise the Volunteer offers effectively throughout the region, developing a targeted PR strategy and utilising various media platforms for maximum exposure of the project. This will include providing information and articles for the Everton website, Evertonian, match day programme, and other external publications.
- ✦ To produce regular progress reports to the DFRO for inclusion in Trustee meetings and also for partners and funding agencies.
- ✦ To effectively manage and monitor expenditure in line with the project budget, whilst ensuring the prompt reimbursement of volunteer expenses.
- ✦ To plan and implement formal and informal volunteer recognition activities to acknowledge and reward the contribution made by volunteers to Everton in the Community.
- ✦ To regularly review and research Everton in the Community volunteer policies and procedures, keeping up to date with changing legislation.
- ✦ To ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations.
- ✦ To continue to develop effective working relationships with key regional partners and referral agencies, raising the profile of EitC.
- ✦ To establish retention and exit strategies for volunteers, who become more skilled or confident, to access wider training, education or employment provided by EitC and/or key partners.
- ✦ To strive to raise the profile of volunteering amongst Everton staff, partner organisations, and the wider public.
- ✦ To ensure that volunteers' data is held securely in line with the Data Protection Act (1998), GDPR, and Everton in the Community confidentiality policies. This includes the implementation and management of the volunteer database.
- ✦ To work closely with the Club's HR People Department (HR) and implement protocols and processes in line with regulations and legal requirements.
- ✦ To manage the volunteer force on matchdays and evenings as required.
- ✦ To manage the volunteer new starter process ensuring that references and DBS are of key importance.
- ✦ To manage any conflict resolution or complaints received as and when required.
- ✦ To adopt a strategic approach to Volunteers conducting a regular needs analysis across the full charity.



Safeguarding

- ✦ To monitor potential safeguarding children & vulnerable adult risks and work with the EITC Safeguarding Officer, and the Head of Safeguarding for Everton Football Club to promote safer working practice throughout the EITC
- ✦ To understand the Safeguarding policy, procedures and best practice guidelines. To use this understanding to ensure safer recruitment, safe working practices, appropriate reporting of concerns and contribute positively to an Anti-bullying environment.

Other Responsibilities

- ✦ To take responsibility for personal performance and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.
- ✦ To encourage and promote the values of the Everton Family and to comply with the required standards of conduct and so promote the Club within the community by acting with integrity and honesty.
- ✦ To promote, adhere to and implement the Clubs Equality and Diversity Policy and to work consistently to embed equality and diversity within Club.
- ✦ To ensure that all work is completed on a priority basis, and work meets a high degree of professionalism, quality and craftsmanship.
- ✦ To attend staff meetings as required.
- ✦ To attend training courses and external seminars and meetings as appropriate/required.
- ✦ To be aware of current trends and best practice in your field of specialism.
- ✦ To continually look for ways to develop and improve the service provision of the department.

PERSON SPECIFICATION

Skills & Abilities

Essential

- ✦ Proven ability to lead, motivate and effectively manage a project; including budget management, human resource management and performance management.
- ✦ Ability to deliver policy and strategy, produce, implement and monitor business/project development plans, and prepare and present clear well - structured reports.
- ✦ Ability to devise and implement monitoring and evaluation systems and procedures.
- ✦ Information technology skills using Microsoft Office based packages.

Desirable

Knowledge & Experience

Essential

Desirable



<ul style="list-style-type: none"> ✦ Relevant experience and a proven track record within a related field e.g. volunteer management, youth/social work, human resources, training/employment services. ✦ Knowledge and awareness of trends in volunteering, including current legislation and best practice. ✦ Experience of promoting and marketing volunteering opportunities and the benefits of volunteering. ✦ Experience of managing personal data in line with national legislation law and an understanding of GDPR. ✦ Demonstrate a commitment to equal opportunities and quality assurance in terms of project development and service delivery. ✦ A good understanding of and commitment to partnership working and experience in developing successful working partnerships with Local Authorities, sports governing bodies, physical education and voluntary sector organisations. 	<ul style="list-style-type: none"> ✦ Experience of public relations and marketing. ✦ Experience of working with diverse groups of people or individuals from disadvantaged backgrounds. ✦ Experience of working in a sporting environment. ✦ Experience and/or knowledge of opportunities in the employment sector for people with little or no education/training. ✦ Experience of operating in a mentoring role to individuals in need of specific guidance or support. ✦ Experience of managing and/or developing databases to collate essential information and communicate effectively with volunteers ✦ Knowledge of funding agencies and experience of working within targeted funding criteria in a developmental role.
<ul style="list-style-type: none"> ✦ A deep understanding of the value of volunteering to the third sector and the opportunity this creates to build capacity across a diverse range of community projects ✦ Knowledge of Volunteering legislation and employment law. ✦ Knowledge and experience of managing the DBS process. 	



Personal Attributes	
Essential	Desirable
<ul style="list-style-type: none"> ✦ Approachable and empathic, with excellent communication skills and the ability to motivate a diverse range of people to strive towards ambitious life goals. ✦ Ability to mentor and support vulnerable individuals to realise their potential. ✦ Highly motivated with a passion for volunteering and work within the charity/community sector. ✦ Excellent personal organisational skills, including the ability to balance competing priorities and manage a varied workload within deadlines and to maintain a high standard of personal efficiency and appearance. ✦ Be able to show initiative and creativity when developing all aspects of a project. ✦ A proven ability to network and build positive partnerships within the community. ✦ A team player. ✦ To have a flexible approach towards the job role, and respond positively towards the requirements of the department 	

Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> ✦ A high standard of literacy and numeracy. ✦ Minimum of 5 GCSEs (including Maths and English) 	<ul style="list-style-type: none"> ✦ A recognised qualification in a relevant area of social science. ✦ Degree / similar level qualification to support academic ability ✦ A recognised qualification to support mentoring / peer to peer coaching / project management etc.





GENERAL RESPONSIBILITIES

General Responsibilities

Employee Relations

To make suggestions to improve the working situation and contribute to positive employee relations within their area of work and Everton Football Club as a whole.

Health & Safety

To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work.

To comply with all aspects of the Everton Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety.

Customer Service

Identify and meet the needs of colleagues and our customers, focusing on initiating and welcoming contact and communication whilst striving to deliver first class customer service.

Recognise potential complaint situations and make effective steps to avoid and/or resolve these situations.

Self Development

To take responsibility for your own development and to help realize your own potential by undertaking any necessary internal or external training sessions in accordance with the Company's Performance and Development Review Policy.

Team Work

Ensure effective communication within your work team and across the Company whilst actively offering support and guidance as necessary.

Equal Opportunities and Harassment

To cooperate with measures introduced to ensure there is equality of opportunity in employment. To ensure understanding, awareness and compliance with the Company's Equal Opportunities Policies.

To ensure that the working environment is free of sexual and racial harassment and intimidation and any other form of harassment constituting unacceptable behaviour which is personally offensive.

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

All employees may be required to undertake any other duties as may be reasonably requested.

