

JOB DESCRIPTION

Post:	Strategic Volunteer Manager
Responsible to:	This post reports to the Human Resources Manager and supports the Canon Missioner
Summary of post:	<p>To develop strategic focus and direction for the Volunteer population providing a professional advisory service using best practice.</p> <p>The post holder will bring technical expertise in volunteering and champion collaborative working to ensure the experience of volunteering is fit for the future and enables everyone to participate.</p>

PRINCIPAL TASKS

Strategy and Culture

- Create a strategic plan which creates the step change required to move the organisation to becoming volunteer centric.
- Inspire innovation to improve the volunteer experience.
- Develop a Volunteer Management Implementation Plan.
- Develop a 'way of working' framework that aligns to the organisational strategic vision and value set and roll out to volunteers concurrently with HR.
- Develop and roll out a new Volunteer Policy, Procedures, Process and Agreement Plan.
- To drive the cultural change and act as the subject matter expert on volunteering across the organisation.

Operational Support

- Develop and implement a volunteer recruitment plan that seeks to embrace a demographic which is culturally diverse and proportionately representative of the community of Canterbury.
- Develop and implement an induction plan for volunteers.
- Develop an effective communication plan for and from Volunteers.
- Connect work across the Volunteer teams to create a unified volunteer experience.
- Build and support key volunteer relationships across the Cathedral as well as external relationships across the sector to foster good practice.
- Arrange regular Volunteer briefings.
- Support the delivery of a quality "Safer Recruitment".
- Support the administration of due diligence and ensure volunteers compliance paperwork is managed responsibly.

- Any other ad-hoc duties as requested by the Canon Missioner, Receiver General or Human Resources Manager.
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PERSON SPECIFICATION

The personal specification below indicates the qualifications, experience, knowledge and skills required to undertake the role effectively.

ESSENTIAL KNOWLEDGE AND SKILLS

- Substantial experience in leading volunteer groups.
- Ability to communicate effectively and adapt communications for a diverse range of audience.
- Working collaboratively in a fast paced, complex environment, with a diverse range of stakeholders internally and externally.
- Influencing at a management level.
- Strong people management skills.
- Ability to effectively lead and motivate a team in a matrix environment, providing support, feedback and guidance to ensure high quality output.
- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry.

DESIRABLE KNOWLEDGE AND SKILLS

- Evidence of managing and coordinating volunteers in a charity or heritage setting.
- Capacity to value the Volunteer cohort working at the Cathedral and to support the needs of those seeking advice.
- Experience of transforming volunteer processes or introducing volunteer programmes for similar organisations.
- Experience of working with HR or visitor experience teams.
- Excellent Written and Verbal Communication Skills.
- Excellent Computer skills including practical knowledge of Office 365.
- A Team player and the ability to work autonomously.

PERSONAL ATTRIBUTES

- Self-motivated and able to work both independently and collaboratively with internal and external contacts and colleagues.
- Confident and willing to take responsibility and make decisions.
- Well presented, organised and self-disciplined.

ADDITIONAL REQUIREMENTS



A satisfactory disclosure from the Disclosure and Barring Service will be required upon employment. This position is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The grounds on which it is exempt are that in the normal course of your duties you will have access to persons under the age of 18, and that your normal duties will be carried out wholly or partly on the same premises where the provision of training to persons under 18 takes place. Applicants are therefore not entitled to withhold information about convictions which for other purposes are “spent”. The DBS Code of Practice is available on request, alternatively you can obtain it from the DBS website www.homeoffice.gov.uk/dbs

LOCATION

Canterbury Cathedral Precincts

GRADE

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EQUALITY STATEMENT

The Dean and Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.