

Volunteering Surge Recruitment Lead

[V1 October 2025]

Job Level	Level 4 KF 15	Kornferry Function	
Directorate	ISD	Function/Service	People Services> Volunteering Team
Direct Reports	None	Indirect Reports	Volunteers within the team

The Leadership and Management of our people is critical to us as an organisation.

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. This [framework](#), along with our [Values in Action](#) and [Fundamental Principles](#), helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about this [here](#)

Purpose	To lead the operational design, preparation, and delivery of safe, compliant volunteer recruitment and redeployment during times of crisis or surge demand. This role applies specialist recruitment expertise to enable rapid mobilisation of volunteers, ensuring relevant compliance standards are met. Working in close partnership with the Volunteering Resilience Lead and other organisational specialists, it translates strategic surge and resilience models into practical, scalable recruitment solutions that support organisational readiness and response.		
Budgetary responsibility/ accountability	No	Accountability for other resources	
Key Responsibilities	Operational design and collaboration - Lead the operational design of safe, scalable and compliant volunteer recruitment and redeployment models for use during emergencies or surge demand, including technology requirements to support delivery for both the business and users - Ensure all models are legally compliant, safeguarding-aware, and aligned with organisational standards. - Collaborate with the Volunteering Resilience Lead and Volunteering Opportunities Coordinator to integrate surge principles into broader recruitment planning, ensuring alignment between strategic resilience frameworks and day-to-day volunteer recruitment practice. - Develop clear, adaptive processes for rapid volunteer mobilisation, embedding continual improvement through regular review and feedback. Preparedness and readiness - Maintain and regularly test readiness plans, workflows, and systems to enable swift activation of surge recruitment and redeployment. - Identify and mitigate risks and vulnerabilities in surge recruitment to ensure continuity and resilience. - Build organisational confidence through training, guidance, and knowledge sharing across the Volunteering Team and wider organisation. - Establish and maintain readiness to integrate with organisational command structures and emergency planning frameworks.		

	Implementation - Lead the operational delivery of surge recruitment and redeployment during crises or periods of high demand, coordinating with internal teams and emergency response structures. - Ensure safeguarding, legal, and data protection standards are upheld throughout surge activity. - Represent the volunteering team within incident and emergency response groups, providing timely updates and insights. - Support debriefs and after-action reviews, capturing learning to inform future improvements and adaptive planning. <i>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</i>
Knowledge & Skills <i>*Essential</i>	- Strong knowledge of volunteer recruitment, safeguarding, data protection, and legal compliance. - Skilled in designing safe, scalable recruitment and redeployment models for emergency contexts. - Excellent planning, organisation, and stakeholder engagement, including briefing senior leaders. - Confident in using digital tools and systems to support recruitment delivery. - Analytical and adaptable, with strong problem-solving skills and the ability to map and optimise processes in dynamic or high-risk environments - Collaborative team player, able to work across functions and within command structures. - Committed to learning and improvement, with the ability to capture insights and apply them to future preparedness.
Experience <i>*Essential</i>	- Experience in volunteer recruitment, ideally within complex or multi-service environments. - Proven ability to deliver recruitment processes under pressure, including during surge or emergency scenarios. - Familiarity with emergency planning, incident response, and surge mobilisation structures. - Applying safeguarding and compliance standards throughout recruitment and onboarding. - Coordinating across teams to achieve operational outcomes and contribute to organisational resilience. - Capturing learning from live activity and applying it to improve future preparedness.
Additional requirements	- Ensures inclusive practice and promotes equity - Team player, supporting colleagues when there are deadlines and who knows when to ask for help themselves - Ability/ willingness to occasionally work outside of normal office hours, which may be several times per month - Ability/ willingness to travel a few times per quarter and/or use technology to engage stakeholders

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/ None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/ None
Driver Check	Yes/No (if intending on driving)
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.