

Volunteering Resilience 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 strengthen the resilience of the volunteering function by contributing to the development of safe, compliant, and scalable models for volunteer engagement - particularly in times of crisis, surge, or volunteer redeployment. The role supports operational oversight of risk identification, mitigation, and business continuity planning, helping to provide assurance that enables confident delivery. Working closely with the Volunteering Surge Recruitment Lead, it ensures that volunteer surge and redeployment models are ethically sound, inclusive, and aligned with organisational risk and resilience frameworks		
Budgetary responsibility/ accountability	No	Accountability for other resources	
Key Responsibilities	Risk identification and mitigation - Proactively identify risks within the volunteering team's areas of responsibility across the volunteer journey. - Lead the development of mitigation strategies, including new procedures or controls where needed. - Act as a subject matter expert to other departments/services advising on risk and safety. - Maintain a dynamic risk log, incorporating horizon scanning to identify emerging risks, and contribute to team-level risk reporting and escalation. Business continuity and resilience - Contribute to the design and maintenance of business continuity plans for the volunteering team. - Identify vulnerabilities in team operations and propose strategies to enhance resilience. - Coordinate continuity exercises and scenario planning to test team readiness. - Maintain documentation and learning from continuity incidents or disruption. Surge volunteering safety and assurance - Provide leadership on the design of safe, scalable, and resilient volunteer mobilisation models for surge scenarios, ensuring alignment with organisational risk, resilience, and crisis response frameworks.		

	• Work in partnership with the Volunteering Surge Recruitment Lead and relevant emergency response specialists to shape approaches that are ethically sound, inclusive, and fit for purpose. • Ensure surge volunteering models reflect ethical, inclusive, and compliant practice from a strategic volunteer management perspective. • Develop risk assessments and safety protocols tailored to surge contexts. • Collaborate with safeguarding, compliance and other specialist colleagues to ensure surge approaches meet required standards. • Lead on capturing and applying learning from surge deployments to inform future strategic improvements and resilience planning. Collaboration and support • Provide specialist input into cross-team activities involving risk, resilience, or surge planning. • Work closely with internal specialists and stakeholders such as safeguarding, compliance and emergency response colleagues. • Contribute to risk reporting, briefings, and stakeholder engagement. • Maintain up-to-date knowledge of relevant legislation, guidance, and best practice. <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 understanding of risk management, business continuity, and resilience frameworks. • Awareness of safeguarding and compliance in the volunteering context. • Skilled in analysing complex information and developing practical risk controls, procedures, and protocols. • Confident communicator with the ability to influence and engage stakeholders. • Proficient in digital tools for risk tracking, documentation, and reporting. • Able to work independently, manage competing priorities, and respond flexibly to emerging issues.
Experience <i>*Essential</i>	• Identifying and mitigating risks within a volunteering, community, or public service setting. • Contributing to or leading business continuity planning and implementation. • Designing or improving procedures to strengthen safety and compliance. • Working in or supporting surge or rapid deployment models, particularly in relation to volunteering • Contributing to change initiatives, particularly those involving risk, resilience, or volunteer service transformation. • Collaborating across teams to embed risk awareness and resilience thinking. • Supporting safeguarding, regulatory compliance, or assurance processes
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)	
<u>International Roles Only</u>		
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.