

Volunteer Engagement Support

[V1 September 2024]

Job Level	Level 2b	Kornferry Function	
Directorate	ISD	Function/Service	People Services> Volunteering Team
Direct Reports	0	Indirect Reports	Volunteers

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	<p>This role is to contribute to creating a positive volunteering environment – one that informs, consults, fosters camaraderie, motivates and empowers volunteers to reach their full potential.</p> <p>The approach is insight led, collaborating, and co-producing with staff and volunteers to develop meaningful engagement that positively impact the organisation and the volunteering community, and recognises those that contribute to positive change.</p> <p>This role also requires the postholder to be part of a rota response for the Volunteer Support Line (VSL). The VSL offers practical and emotional support to all BRC volunteers and responds to their questions or concerns about their volunteering tasks. The line provides a listening ear for volunteers, be a safe space to share any issues or concerns, and signpost to further help if necessary.</p>		
Budgetary responsibility/ accountability	Yes	Accountability for other resources	
Key Responsibilities	<p>Communications</p> <ul style="list-style-type: none"> • Develop content to use in communications with our volunteers and volunteer managers • Gather volunteer case studies, soundbites and stories to bring to life the contribution volunteers make to the organisation • Support the day-to-day delivery of volunteer engagement, working across the organisation to design and deliver clear messages, share key information and meaningful involvement opportunities • Manage enquiries and requests from across the organisation which arise in relation to engagement, signposting to other teams and resources as need be <p>Planning</p> <ul style="list-style-type: none"> • Contribute to planning and scheduling of communication with volunteers so it is coordinated and that the volume, content and tone is appropriate to volunteer and organisational needs 		

	<ul style="list-style-type: none"> • Coordinate and provide administrative support to awards and recognition activities, organising meetings, training, events, travel book required for activities across the Volunteering Team • Hold the relevant training for raising orders using Agresso to support the Volunteering Team <p>Events</p> <ul style="list-style-type: none"> • Assist and in planning, organising and delivering volunteer-related events required throughout the year • Contribute to activities required in preparation for key national recognition events <p>Monitoring and evaluation</p> <ul style="list-style-type: none"> • Support the development and delivery of impact measures, reporting and data capture to understand the effectiveness of engagement activities <p>Volunteer Support Line</p> <ul style="list-style-type: none"> • Contribute to delivering a high-quality 'customer' experience in response to telephone or email contact • Use effective questioning techniques to establish nature and complexity of practical enquiries and quickly decide if this can be resolved by the Volunteer Support Line or if the enquiry needs to be passed to the appropriate department/team for resolution • Use initiative and take ownership and investigate enquiries (by reference to guidance documents, guidance from colleagues and other available information sources) <p><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></p>
Knowledge & Skills <i>*Essential</i>	<ul style="list-style-type: none"> • Writing and editing copy to inform and inspire within a 'customer' relations environment • Strong attention to detail • Good planning skills and ability to self-motivate • Some knowledge of volunteer management • Practical problem-solving skills • Empathic, approachable and able to build trust • Ability to work in a busy environment • Ability to work in a team with a collaborative mindset • Capable of using a variety of technology tools and platforms
Experience <i>*Essential</i>	<ul style="list-style-type: none"> • Writing materials for a range of audiences • Volunteer management • Managing multiple activities at the same time effectively • Collecting and analysing data • Event management
Additional requirements	<ul style="list-style-type: none"> • 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 • Ability/ willingness to travel and/or use technology to engage stakeholders

Pre Engagement Checks Highlight bold as required	
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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.