

Volunteer Experience Apprentice

[V1 September 2024]

Job Level	Apprentice	Job Reference No:	
		Role review date:	
Directorate	Internal Services	Function	People Services
Service	Volunteering Team	Reports to:	Volunteer Experience Manager

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	N/A	Accountable for other resources	N/A

In addition to formal line management, as described above, the role will also be informally supervised and directed by managers in other parts of the organisation. This will be explained on appointment and kept under review.

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

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.

Purpose of the role

As a Volunteer Experience Apprentice your role is to support activity across BRC teams, to influence, guide and design journeys for the best possible experience of our volunteers and their managers.

You will contribute to delivering volunteer experience improvement and innovation projects, that span multiple teams or audience groups. You'll learn about and apply co-production principles to embed access and equity into the heart of user needs, to deliver inclusive solutions.

Our team uses a human centred design approach, so you will need to gain detailed insight into our volunteers' and volunteer managers' motivations, needs and expectations to support our strategic volunteering ambitions in day-to-day delivery.

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.

The post holder will pursue a Level 3 Customer Service Specialist Apprenticeship through the British Red Cross Apprenticeship scheme. Contract can be extended dependent on the end point assessment.

Key responsibilities

Apprenticeship

- Pursue a 15-month Level 3 Customer Service Specialist Apprenticeship (additional 3 months will be on the job training).
- Commit to spending 6 hours per week in off-the-job learning
- Proactively manage time to complete apprenticeship learning
- Regularly share apprenticeship learning with colleagues and line manager
- Apply apprenticeship learning to drive continuous improvement
- Participate in the British Red Cross Apprenticeship community

Experience improvement initiatives

- Is an advocate for our volunteer experience, supporting our quality standards and aspirations to be best in class and the role of volunteers in 'Building our Movement'
- Working across the organisation to contribute to the design and implement new volunteering models and initiatives using human centred design approaches, ensuring equity and accessibility for our users
- Support the testing of new products and processes to make sure they are fit for purpose and cost effective

- Help respond to organisational emergencies, changing your focus as directed to contribute to critical business needs

Developing and improving our volunteering offer

- Learn and apply design thinking, agile delivery (and other innovation techniques) and digital ways of working to help shape new volunteering models and processes aligned to the Volunteering Strategy, working in collaboration with the wider team and stakeholders
- Contribute to gathering data and insight to help monitor and manage the effectiveness of the volunteering products / journeys

Volunteer Support Line

- 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)
- Support volunteers with welfare issues, provide a listening ear and signpost if required for emotional support
- Ensure accurate recording of information about calls/emails and actions taken

Support the team

- Contribute to managing team mailboxes replying to queries from people across the organisation
- Support team workshops, calls and events
- Managing invoices ensuring timely submission for payment
- Administrative support for distribution of awards and recognition materials to recipients

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)
- Travel within UK may be required to attend meetings

The duties and 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.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none"> None
Scotland
<ul style="list-style-type: none"> None
Northern Ireland
<ul style="list-style-type: none"> None

Drivers Check - Required – Yes – if intending to use vehicles in the course of this role

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
Essential <ul style="list-style-type: none"> Planning: You can plan your time well to balance the on-the-job and off-the-job training elements of the apprenticeship Relationships: You can collaborate and build positive relationships with colleagues to achieve your goals or shared goals Digital skills – you are confident with technology and able to adapt to learn new tools 	X	X	
Desirable <ul style="list-style-type: none"> English and Maths GCSE at Grade C / 4 or above (or equivalent) 	X	X	
Experience	S	I	A
Essential <ul style="list-style-type: none"> As this is an Apprenticeship there are no essential experience requirements 			

Desirable <ul style="list-style-type: none"> • An interest / passion in delivering a good ‘customer’ experience • Experience of volunteering or working with volunteers 	X X	X X	
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 	X	X X X	
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we’re adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we’re a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person’s uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren’t scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

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.