**Job Description**

**Job Title:** **Volunteer Engagement Officer (based at Qube in Oswestry) – Maternity cover –**

**SIP Voluntary & Community Support Team**

**Salary £23,484 pa (full time salary)**

**Hours: Up to 37.5 hours per week**

**Responsible to: Chief Executive Qube (employer/day-to-day) and SIP Operations Manager (project) delivery)**

This role works very closely with the other partners of Shropshire Infrastructure Partnership (SIP), primarily Community Resource who are the lead body for the project. This role, together with 3 others employed at Community Resource, delivers infrastructure support across Shropshire.

* **Job Purpose:** To promote volunteering and encourage new volunteers to come forward for the benefit of Shropshire VCS organisations and communities. Provide advice, support, and guidance to local charitable groups/organisations, including support to volunteer managers on recruitment and retaining volunteers. Develop relations with community led based local groups to support future growth and sustainability
* **Key activities:** To promote good practice in volunteer management in VCS organisations. To support and offer development advice to new and existing charitable groups/organisations through advice, guidance, and signposting.

1. **Volunteer brokerage for VCS and Statutory organisations**

* Work with multiple agencies across different sectors to establish good working relationships and influence decisions about volunteering
* Keep up to date with legislation and policy related to volunteering. Update and maintain internal volunteering policies and procedures consistent with a well-run Volunteer Centre for Qube and the SIP Voluntary & Community Support Team.
* Research and write volunteer policies and procedures, including risk assessments, to share as good practice examples with organisations using volunteers.
* Offer advice and information about volunteering to volunteers and external organisations through face-to-face, telephone, and digital contact
* Maintain the Qube Volunteer Plus and Community Resource CRM database, adding new organisations and volunteering opportunities as well as keeping current contacts up to date.
* Promote volunteering through recruitment and publicity strategies. Organise profile-raising campaigns to attract new volunteers
* Interview and recruit local volunteers and ensure they are appropriately matched and signposted for a position (and moving volunteers where required)
* Ensure there is appropriate support and training opportunities for volunteers and volunteer managers/co-ordinators. Either with SIP commissioned training opportunities or through signposting to additional external training, to support volunteer recruitment and retention.
* Be the main point of contact for volunteers, ensuring effective communication and enquiries are dealt with in a timely manner. Conduct regular reviews and service outcome measures with all new & existing volunteers to ensure they are enjoying their volunteering experience/highlight any areas for development
* Signpost eligible prospective volunteers to BBO which gives support for those who want to progress from volunteering into paid employment
* Support development and planning of volunteer thank you and networking events

1. **Organisation Development & Governance Support**

* Arrange & carry out group referral scoping meetings to identify group need and develop trusted relationships with community led based groups and organisations
* Offer advice to charitable groups and organisations on how to set up as a new group and support and advice, to existing groups on how to develop their services and become sustainable.
* Work closely with the teams funding and grants officer to identify appropriate funding support for groups and organisations
* Promote & offer training opportunities to groups and organisations to ensure due diligence, professional conduct, and safe working environments
* Identify geographical areas for new group start up and support
* Work collaboratively with local community development officers and the wider social prescribing team

1. **General**

* Contribute to meeting contractual and other key targets and outcomes as part of the Team, collecting and collating data as required.
* monitor and evaluate activities and write reports for funders and trustees
* maintain databases and undertake any other administrative duties.
* Participate in individual supervision and annual appraisal meetings with line manager.
* Participate in the wider work of Qube as required.

Particular duties and responsibilities may vary from time to time without changing the general character of the role or level of responsibility entailed. The postholder may therefore be required to pursue activities other than those specified above, within the remit of the post.

If you have any questions regarding this role please contact:

Allison Richardson

SIP Operations Manager

[allison.richardson@community-resource.org.uk](mailto:allison.richardson@community-resource.org.uk)

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