



Volunteering and Community Development Manager

Job Description

BACKGROUND

Ealing and Hounslow Community Voluntary Service (EHCVS) is a registered local charity that has been supporting the Voluntary and Community Sector (VCS) groups in Ealing for over 40 years and Hounslow groups since 2012. We incorporate Ealing and Hounslow Volunteer Centres and run a wide variety of projects including community and volunteering development and provision of training to local voluntary groups. EHCVS operates the West Ealing Community Managed Library service.

Salary: £33,000 inclusive of OLW Allowance FTE (Pro Rata 28 hours per week)

PURPOSE OF THE POST

The role will report direct to the Chief Executive Officer and manage the delivery of volunteering services in Ealing and Hounslow. Additional to the core delivery of contracts and grants, the role will also be responsible for the management oversight of West Ealing CML and home library services. The role aims will be to support local Ealing and Hounslow organisations and communities with volunteering and youth social action initiatives. The post will also come with the responsibility of successful mobilisation of library services and will require close management of a staff team to achieve KPI's and service targets.

MAIN DUTIES AND RESPONSIBILITIES

- Work closely with Ealing and Hounslow councils, communities, project partners and volunteers to deliver a professional, high-quality Volunteering service for both Ealing and Hounslow Boroughs.
- Create a new Volunteering Communications and Marketing Plan to include working with local media and social media platforms.
- Develop Social Action activities throughout both boroughs including crowd-funding opportunities.
- Create micro/digital/flexible volunteering opportunities including "one-off" engagement activities.
- Develop and manage West Ealing Community Managed Library to build a positive and successful new environment in which community involvement and volunteering is paramount.
- Promote and create a wide range of volunteering opportunities within the Library, recruit, train and support new volunteers and create a positive working environment where volunteering is purposeful, rewarding and valued.

OTHER DUTIES

- To oversee and manage a high-quality volunteer recruitment and brokerage service in Ealing and Hounslow and develop new volunteering opportunities among VCS groups, public sector organisations and local businesses including creating corporate volunteering opportunities. Identify new opportunities to ensure that local residents from hard-to-reach communities or isolated areas of both boroughs have access to volunteering opportunities.
- To establish an ongoing programme of public engagement activities including marketing and promoting volunteering to local residents, VCS groups and businesses; publicise the Library's services and events.
- To manage a programme of workshops, training events and forums including Introduction to Volunteering forums at venues throughout both boroughs including at the Library.
- To manage supported volunteering programmes for those with physical and mental health conditions and provide more intensive support including delivering 1:1 brokerage appointments with trained volunteer coordinators.

- To manage the production of a bi-monthly volunteering e-news for both Ealing and Hounslow boroughs and the library for VCS groups to share ideas and best practice and raise the profile of volunteering by producing other regular free publications and also ensure that the website is current and regularly updated.
- To establish quarterly local volunteer forums throughout the borough, comprised of local volunteers, reps from local VCS groups and corporate volunteers and create the opportunity to participate in local decision-making processes
- Ensure the provision of advice to VCS groups to embed consistent policies and procedures and practices, including fair and effective safeguarding and recruitment procedures within their organisation.
- To manage and coordinate regular events to promote volunteering (including volunteer award ceremonies and the celebration of local “volunteer heroes”).
- To identify funding opportunities and prepare applications to local and regional funding bodies.
- To produce professional and timely monitoring and evaluation reports relating to all volunteering programmes including budgetary reports.
- To recruit and supervise a regular team of volunteers to assist in the work of Ealing and Hounslow in-house volunteering services and all other Ealing and Hounslow CVS services.
- To provide supervision and ongoing support to individual volunteers, maintaining a comprehensive volunteer training programme at West Ealing library and develop successful strategies for the retention of existing volunteers. Implement effective volunteer management systems and ensure accurate and auditable volunteer records are maintained
- Ensure that volunteer rotas are well managed so that the Library has a sufficient workforce, coordinating day to day volunteer activity and dealing with any operational matters.
- Organise and service meetings of the Library Steering Group to build effective working relationships with members and support them to organise a varied programme of social, cultural and recreational activities tailored to meet the needs of the local community.
- Work closely with the LB Ealing Library Service to ensure that West Ealing Community Library maintains the required standard of library resource. Ensure that operational and administrative procedures are in place to run the library efficiently and in line with agreed standards, including unlocking and locking the building, and liaising with partners, Take due care of your own health and safety and that of others in the working environment.
- Work in partnership with a range of service providers, facilitate joint working and promote the Library as a venue for delivering their services, activities and events. Ensure that the Library addresses the needs of communities that are culturally, economically, or socially disadvantaged.
- Ensure that the Library’s visibility is established and maintained, and that all of its marketing materials, such as websites, hard copy materials and social media are kept up to date. Marketing and promoting projects and new initiatives as they develop.
- Undertake any other duties as may be reasonably required and are within the scope, spirit and purpose of the job.

CORPORATE RESPONSIBILITIES

- To ensure that Equal Opportunities and all other EHCVS organisational policies are actively implemented and adhered to in all areas of your work.
- To work with EHCVS staff and volunteers towards the effective achievement of the organisation’s objectives.
- To ensure all volunteers working with you are given appropriate induction and to provide information and support for all volunteers working for EHCVS

MANAGEMENT AND SUPPORT

- The Volunteering and Community Development Manager will report to Ealing and Hounslow CVS Chief Executive. The postholder will be expected to participate in monthly line management supervision sessions. The postholder will be based at West Ealing library but will work regularly throughout Ealing and Hounslow.

OTHER DUTIES

- To work with colleagues to review and routinely maintain records on the organisation website and databases.
- To represent the organisation at network meetings throughout London as required.
- Work within all of Ealing CVS policies
- Work efficiently within administration and communication protocols to ensure that organisational systems and procedures are implemented.
- Undertake other tasks from time to time as appropriate and required by management in line with the goals of the organisation.
- Support Ealing and Hounslow CVS's mission, vision, values and strategic objectives.

TERMS AND CONDITIONS

The postholder will be employed for 28 hours per week. The post is offered at a salary £33,000 FTE p.a. (£26,400 pro-rata)

The postholder will be entitled to 25 days annual leave pro rata in addition to bank holidays. A flexible hour's scheme will operate (subject to the demands of the service) and the postholder will be expected to attend occasional evening and weekend meetings. Time off in lieu of additional hours will be offered for any additional hours worked.

The post is subject to a three-month probationary period. EHCVS offers staff access to a stakeholder pension scheme with up to 3% matching employer contribution following successful completion of the probationary period.

PERSONAL SPECIFICATION

Essential

- Experience of designing and delivering volunteering programmes.
- Experience of monitoring and evaluating volunteering programmes.
- Experience of managing paid staff or volunteers.
- Excellent interpersonal skills, professional manner, able to develop good working relationships with people both internally and externally at all levels and to manage effective collaboration.
- Experience of managing projects and budgets.
- Highly organised with strong organisational and planning skills. Able to set priorities, meet goals and evaluate the process and results.
- Experienced in the use of I.T. and Office Software.
- Able and motivated to engage with people from all communities.
- A non-judgmental and positive attitude with knowledge and understanding of community and social issues.
- Ability to work with people from diverse backgrounds and different communities who are interested in volunteering.
- Excellent verbal and written communication skills.
- Confident, self-reliant, capable of taking the initiative and working autonomously.
- Ability to work well in a team.
- Willingness to attend meetings and events outside office hours
- A flexible attitude.
- Resilient, calm and able to work well under pressure.
- Ability to balance competing demands and meet deadlines.

Desirable

- Experience of working in a CVS or infrastructure support organisation.
- Project management experience.
- Proven track record of managing staff and delivering contracts
- Success record in volunteering services.
- Experience of managing, supporting and developing volunteers and implementing volunteer management systems.
- Experience of cross sector partnership working and delivering partnership projects.
- Experience of working with the voluntary and community sector.
- Experience of working with the statutory sector; local authority and NHS.
- Self-motivated, proactive and innovative approach.
- Willingness to engage in training and development opportunities.
- Knowledge of database management.
- Experience of community fundraising and the preparation and monitoring of funding bids.
- Experience of complex administration and record keeping in an office environment.
- Experience and knowledge of complying with relevant health & safety legislation, policies and procedures.
- Experience of supporting, promoting & complying with Equality and Diversity policies.
- Knowledge of quality standards and legal requirements which impact on volunteering.
- Experience of organising high-quality events or workshops.

	Essential	Desirable
Skills	Fluent written and spoken English	
	Excellent written and verbal communication skills	Competence in using digital and social media tools
	Excellent analytical and numerical skills	Evidence of running online session.
	Proficient in Microsoft Office applications (Word, Excel, PowerPoint and Outlook)	
Attributes	An aptitude for growth and development in the role	
	A confident, self-starter who displays initiative, creativity, and strategic thinking in all aspects of project development	
	An outlook and ability to interact, develop and maintain relationships with people from a broad range of backgrounds and cultures	
	Ability to prioritise a varied workload, manage time and meet deadlines	
	Flexible and cooperative team player	
	Willingness and ability to travel within Ealing and Hounslow	
	Genuine willingness and desire to help Grow projects and services beyond the specification.	



HOW TO APPLY

Application deadline: 17.00 (GMT), 31 March 2021

Interviews will take place during the week beginning Monday 05 April 2021 (please note that due to COVID-19, all interviews for this position will be carried out online unless otherwise advised)

To apply, please email completed application form and a supporting statement no longer than 1000 words) explaining why you want the role and how you meet the Specification to irfan@ehcvs.org.uk

Please also include two professional references. References will only be contacted if an offer has been made

ELIGIBILITY

Applicants must be eligible to work in the United Kingdom (UK) and provide information regarding the basis of their right to work in the UK with their application