

## **Pilgrims Hospices Job Description – Volunteering Advisor**

### **Main Purpose and Scope of the Job:**

As a member of the HR function the Volunteering Advisor will support the Head of HR & Education in delivering a high quality, effective and efficient service to our volunteer workforce.

Working in collaboration with key stakeholders, the post holder will lead on developing policies and procedures, and develop the skills and capacity of managers to empower them to manage volunteer issues effectively and independently and in line with Pilgrims CODE.

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### **DETAILS OF THE POSITION:**

**Reports to:** Head of HR & Education

### **DUTIES AND KEY RESPONSIBILITIES:**

#### **Policy & Advice**

- Responsible to support line managers with volunteering policy and practise queries.
- Coach line managers to successfully lead teams of volunteers.
- Assist with conflict resolution among staff and volunteers according to established procedures.

#### **Recruitment and Retention**

- Responsible for the development of effective volunteer recruitment systems and processes to make opportunities available, attractive and clear to potential volunteers and the application process easy and straight forward.
- Take ownership of Pilgrims Hospices online webpage for volunteers, managing incoming expressions of interest and guiding them to appropriate opportunities.
- Responsible to develop a database of volunteers and to maintain it in line with data protection guidelines.
- Provide support and expertise to the Expert Volunteer Development Lead to develop and implement effective strategies and internal support tools, to recruit the right volunteers with the right skills and develop a 'skills-based' professional group of volunteers to support the unique needs of Pilgrims Hospices.

#### **Infrastructure**

- Work with the Education and Training manager to develop a simple and effective onboarding process for volunteers, giving them the knowledge they need to succeed and enjoy their time at Pilgrims Hospices.
- Provide support to Pilgrims Hospices volunteer user-group, collecting feedback and leading on initiatives to improve their experience.
- Develop our volunteering brand, providing a consistent experience to volunteers across the organisation.
- Lead on improving investment in our volunteers to increase our offer of professional development incl. learning new skills and experiences.
- Review and analyse current and on-going volunteer activity to drive continuous improvement in the roles to support the objectives of the hospice
- Retain an overview of volunteer training requirements, working with line managers and administrators to meet training needs.

**Communication and Engagement**

- Responsible for the on-going communication with volunteers to keep them up-to-date with on-going changes within the organisation (including the quarterly volunteer update).
- Develop a method for assessing stakeholder satisfaction to ensure the volunteer services remain effective.
- Manage and coordinate a meaningful volunteer experience, including planning and implementing formal and informal volunteer recognition activities

**Work Experience & Placements**

- Identify appropriate opportunities for work experience or other placements.
- Simplify training and coaching for managers on how to manage work experience and other placements.
- Work with line managers to ensure appropriate risk assessment and mitigation procedures are in place for work experience placements.
- Where appropriate, seek to develop volunteer partnership projects with key external providers.

As a member of the Human Resources department, provide support on an exceptional basis

**GENERAL RESPONSIBILITIES****Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

**Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

**Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

**Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Revised:**

**Sept 2022**

## Pilgrims Hospices Person Specification – Volunteering Advisor

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Demonstrate a professional approach to volunteering in a large organisation.</li> <li>• Extensive experience in delivering advice and guidance to managers of volunteers, advising on complex management issues.</li> <li>• Experience of developing and delivering management training and presentations.</li> <li>• Demonstrable experience of organisational governance processes and procedures, corporate reporting, drafting board reporting.</li> <li>• Experience or knowledge of developing and delivering engagement programmes, linked to staff or volunteer engagement and surveys.</li> </ul>
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>• High level interpersonal skills displaying credibility, resilience and influence.</li> <li>• Ability to analyse and present information appropriately.</li> <li>• Sound judgment and decision making.</li> <li>• Ability to review and develop systems and processes.</li> <li>• Ability to communicate verbally and in writing in a manner which is clear, fluent and persuasive.</li> <li>• Organised, self-motivated, with excellent written and oral communication skills.</li> <li>• Ability to prioritise and manage varied work schedule.</li> <li>• Excellent I.T. skills, including experience with Microsoft databases.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Practical knowledge of policies and procedures relating to volunteers.</li> <li>• Knowledge of applicable laws and liability risks.</li> </ul>
<b>QUALIFICATION/ TRAINING</b>	
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Be aware of and adhere to the hospices vision and values.</li> </ul>

Date Revised:

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