



## Job description

<b>Job title:</b>	Volunteering Manager
<b>Responsible to:</b>	Head of Volunteering
<b>Group(s):</b>	Support, Leadership, Voice, Policy and Insights
<b>Activities:</b>	Volunteering, Developing Skills & Knowledge, Strategic Partnerships; Policy, Insights, Communication
<b>Salary:</b>	WCVA Grade £40,517 rising to £41,733 per annum following the successful completion of probationary period
<b>Contract length:</b>	Fixed term; until 31 March 2028
<b>Annual leave:</b>	25 days per annum, plus bank holidays, plus five discretionary days
<b>Hours:</b>	35 hours per week; flexibly
<b>Superannuation:</b>	WCVA provides a contribution of 9% of your annual salary to its approved pension scheme
<b>Welsh Language category:</b>	Desirable

## AIM OF THE POST

To lead and manage the delivery of WCVA's Wales-wide volunteering support service. Following the launch of the New Approach to Volunteering, the post holder will be responsible for ensuring that the volunteering service is refreshed and fully aligned to the New Approach. The postholder will bridge the gap between strategic vision and sector impact, leading the delivery of approaches and resources that enable diverse, inclusive, and sustainable volunteering. By fostering high-level stakeholder relationships and utilising robust evaluation, the postholder will ensure WCVA's volunteering offer is evidence-led, resilient, and high-quality.

## MAIN DUTIES

- Build and maintain relationships and networks with internal teams (such as Volunteering Wales Grants, Policy and Insights, Membership and Engagement) and external networks and stakeholders to encourage and enable good practice, share learning and inform policy to nurture and enable Wales to become a volunteering nation in line with the New Approach to volunteering.
  - Coordinate the Internal Volunteering meetings and proactively engage with the groups and networks across WCVA
  - Facilitate the Volunteering Wales Network, including managing the spend and reporting for the Partnership Capacity Building Fund.
  - Support the development and maintenance (as required) of 'Communities of Practice'
- Lead the delivery and ongoing evolution of WCVA's volunteering information, advice, guidance, and training in line with the New Approach to Volunteering and WCVA's strategy, by:
  - Managing the enquiries service and signposting users to other sources of advice and guidance where applicable.
  - Developing and refreshing news, blogs, guidance, and digital resources for the WCVA website and social media channels.
  - Coordinating WCVA's content and engagement for the TSSW Knowledge Hub to ensure a joined-up national resource.

- Directing the regional management of the Investing in Volunteers (IiV) framework to ensure it remains a relevant quality standard in Wales.
- Refreshing and delivering a volunteering-related training programme that meets the evolving aspirations of the sector.
- Act as WCVA's operational lead for volunteering and primary point of contact for volunteering in Wales, including as the WCVA facilitator for Third Sector Support Wales's (TSSW) volunteering pillar and Volunteering Practitioner Network, collaborating with county voluntary council partners to co-deliver the TSSW's volunteering pillar.
- Work with the TSSW Digital Engagement Manager to contribute volunteering management subject expertise to user experience gathering, developments and promotion for the national Volunteering Wales platform, working collaboratively with the Volunteering Wales Digital Programme Board and other partners as appropriate, to deliver a joined up Wales-wide service.
- In partnership with key external and internal stakeholders co-develop and manage the New Approach implementation monitoring framework, including collecting, collating, analysing and presenting on qualitative and quantitative data on delivery and impact.
- Work with external colleagues (e.g. UK volunteering bodies) and internal colleagues, to promote and celebrate volunteering through national (UK and/or Wales-wide) campaigns and events, focusing on Volunteer's Week, Big Help Out and the Welsh Charity Awards.
- Work with the Head of Volunteering to maintain links with key stakeholders including volunteering organisations across Wales and the UK; keeping abreast of volunteering research, trends, relevant policy and projects, contributing insight to WCVA's policy work and strategic developments.
- Manage allocated budgets and seek opportunities to increase efficiencies and improve value for money.

This is not an exhaustive list. The post holder may be asked to carry out additional duties from time to time or, as required, by the developing needs of the service or organisation.

## PERSON SPECIFICATION

The following are **essential skills** (candidates who cannot demonstrate these will not be short listed)

1. A commitment to WCVA's purpose.
2. A commitment to foster a culture of equity, diversity, inclusion, and anti-racism where everyone feels they belong. This requires actively challenging discriminatory practices, creating an environment where each individual has equal opportunities to thrive, and valuing diverse perspectives.
3. Deep knowledge of volunteering and the third sector in Wales, including current volunteering trends and awareness of the New Approach to Volunteering.
4. A sound understanding of the principles of high quality volunteer management, including understanding barriers to volunteering and relevant policy areas.
5. Proven experience leading national projects or programmes, with the ability to manage multiple priorities, manage budgets, meet tight deadlines and drive delivery through others.
6. Demonstrable experience of facilitating networks to achieve shared goals and developing and maintaining relationships with key stakeholders at strategic and operational levels
7. Proven ability to gather and collate information from multiple sources including research, policy, and stakeholder feedback, to present clear proposals.
8. Experience in designing and delivering training programmes and events (face to face and online) and high quality presentational skills
9. Ability to inspire, inform, explain or persuade through effective oral and written communication.
10. Ability to competently use the Microsoft 365 package and develop an effective and appropriate social media presence.

The following are **key skills** (these skills are needed for the role but could be acquired on the job or through training within 6 months of appointment)

1. A working knowledge of the Investing in Volunteers Quality Standard.
2. Ability to use digital platforms, including WCVA's CRM system, Volunteering Wales and TSSW Knowledge Hub

The following are **desirable skills** (these skills are preferable, and would enhance the application)

1. The ability to communicate in Welsh; the appointed candidate is expected to display an awareness of and support for the Welsh language.