Volunteer Manager

Job Description and Person Specification

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| **Job Title** | Volunteer Manager |
| **Grade** | £28,000 - £35,000 (dependent on experience)  |
| **Reports to** | Head of Coram Family and Childcare |
| **Location** | Small Steps, Big Change office, central Nottingham  |
| **Role Purpose** | To manage the delivery of the Parent Champions Nottingham project including: support of volunteers to outreach to the local community, inform service delivery and meet their personal development goals, and ensure the project reaches key performance indicators. |

**About Coram Family and Childcare**

Many parents in the UK today are frozen out of work by the cost of childcare and disadvantaged children fall behind their peers before they even start school. Coram Family and Childcare works to change this and to make the UK a better place for families.

We focus on childcare and the early years to make a difference to families’ lives now and in the long term. We work to make sure that every child has access to high quality childcare and every parent is better off working once they have paid for childcare. Families who face disadvantage, social exclusion and poverty are at the heart of our work.

Our parent-led programmes support families to achieve their potential and services to deliver solutions that meet families’ needs. Our Parent Champions National Network has been running since 2007, helping families that are more likely to miss out on services to get the support that helps them to thrive. Last year, Parent Champions supported nearly 7,000 parents.

Our research provides definitive data on the issues that families face, including our Childcare Survey which is the most widely used source of information on the costs and availability of childcare in the UK.

Bringing together what we learn from our on the ground work with families and our research, we make change happen by campaigning for solutions that families need.

In August 2018, we became part of the Coram Group to become Coram Family and Childcare – having been formerly known as the Family and Childcare Trust.

**About the role**

Coram Family and Childcare is working with Small Steps Big Changes (SSBC), a £45m transformation programme hosted by Nottingham CityCare Partnership, to develop and deliver its Community Voice Community Connections programme. SSBC is a partnership of parents and professionals working together, through co-production and parent-powered change, to positively impact outcomes for 0-3 year old children in communication and language, social and emotional development, and nutrition.

The programme includes two groups of parents:

* **Parent Champions** who are trained and supported to contribute to strategic decision-making, service design and service development.
* **Ambassadors** who raise awareness and understanding of SSBC – sustaining the voice and involvement of families in the design of SSBC activities.

The Volunteer Manager provides coaching, training and support for the parents, enabling them to affect system change. This will also include working with partners to develop further opportunities for parent-powered change, and helping to evaluate the impact of Parent Champions and Ambassadors.

This role is fixed term until October 2021.

**Key tasks and responsibilities**

**Volunteer recruitment and training**

* Effectively attract and recruit new volunteers as Parent Champions and Ambassadors
* Adapt and develop existing Parent Champions training and resources for volunteer roles, ensuring they are of high quality, accredited and accessible
* Coordinate delivery of training and accreditation to new Parent Champions and Ambassadors, including outsourcing to consultant trainers as required and delivering some training
* Support existing Parent Champions to mentor new parents

**Volunteer management and development**

* Ensure organisational policies and procedures for volunteers are in place, appropriate and followed
* Provide one to one coaching for Parent Champions and informal supervision for Ambassadors, supporting them to develop a pathway for their personal development
* Support and empower volunteers to manage and respond positively to challenge, and to resolve internal and external conflict
* Organise regular meetings for all Parent Champions (monthly) and Ambassadors (bi-monthly), and an annual celebration event

**Outreach activity**

* Identify key local partners for mobilisation of volunteers, and build and maintain constructive relationships
* Work with volunteers to schedule and organise relevant local activity in the local community and with key partners
* Make sure local relevant organisations know about the activity of Parent Champions Nottingham through regular communications
* Advocate on behalf of Parent Champions and Ambassadors, where required, with SSBC and externally
* Represent and promote the work of the organisation and Parent Champions Nottingham to external stakeholders through conferences, seminars, steering groups, and other networking opportunities

**Monitoring and evaluation**

* Work with research team to adapt and implement Parent Champions monitoring and evaluation systems as required
* Ensure volunteers carry out monitoring as effectively as possible, providing training and support where required
* Collate data from volunteers and support Research team with analysis

**Project management**

* Work with Head of Coram Family and Childcare to ensure project plan is on track, and milestones and KPIs are being met
* Liaise with members of SSBC and CFC teams as required
* Manage the project budget, keeping within budget and maximising cost efficiencies
* Work with Head of Coram Family and Childcare to produce progress reports for SSBC and CFC, and present updates and project / team meetings

**Organisation-wide interaction**

* Occasional (at least every two months) travel to London for meetings with the wider CFC team and for networking opportunities
* Work closely with colleagues from CFC to ensure that evidence and learning from the project is gathered and disseminated effectively, and informs our policy position
* Participate in and contribute to regular team meetings
* Demonstrate commitment to the goals and aims of Coram Family and Childcare

**Health and Safety at Work**

Staff employed by the organisation are expected to show due regard for the health and safety at work of themselves and their colleagues, and to cooperate with any measures designed to secure this.

**Diversity and Equality**

The organisation is committed to the highest standards of Diversity and Equalities practice in Employment, and in all aspects of its work.

**Performance Review and Support**

The organisation has a Performance Support and Development Policy, and the postholder will participate in the appropriate processes to secure their own development and that of other staff.

**Review**

This Job Description will be subject to periodic review in the light of the changing needs of the organisation. Any changes or amendments will be subject to consultation with the postholder.

**Person Specification**

E: Essential D: Desirable

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| **Knowledge and experience** | **E/D** |
| Experience of managing a project with multiple stakeholders  | E |
| Track record of effective volunteer management, including recruitment, induction and training, and use of supervision and coaching techniques to improve individual performance  | E |
| Experience of creating, delivering and evaluating effective learning and development programmes for volunteers  | E |
| Experience of developing or improving quality standards in service provided through volunteers  | E |
| Experience of monitoring and reporting on activity in an engaging and meaningful way  | E |
| Experience of effective organisation and support of volunteer-led outreach activities  | E |
| Experience of working within agreed budgets and ensuring cost effectiveness | E |
| Experience of supporting service users to feedback on, and inform, delivery | D |
| Experience of working remotely and/or across multiple teams | D |
| Knowledge of local family services in the Nottingham area | D |
| Experience of working in the family and childcare sector, and with central and local governmental departments | D |
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| **Skills, abilities and personal aptitude** |  |
| Excellent interpersonal and facilitation skills, including ability to deliver complex and challenging messages effectively and appropriately  | E |
| Ability to influence, engage, involve and motivate people to embrace change or new ideas  | E |
| Friendly and approachable, with the ability to build and maintain strong working relationships  | E |
| Good verbal and written communication skills – able to communicate information effectively in a variety of formats to a wide range of audiences | E |
| Ability to build networks and work effectively in partnership with others  | E |
| IT literate with knowledge of Microsoft packages  | E |
| Strong planning, administrative and organisational skills | E |
| Self-motivated, able to work on own initiative and manage complex workloads  | E |
| A solution-focused forward thinker, able to turn vision into practical plans and operational activity  | E |
| Commitment to occasional working outside normal office hours, at weekends and away from home when the job requires  | E |
| Interest in parental engagement in service provision for early years | E |
| Volunteer management qualification or membership of AVM | D |
| Full UK driving license  | D |