# JOB PROFILE

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| **Basic Details** | |
| **Job Title: Volunteer Officer** | |
| **Salary: £23,800 pa, Full Time, Permanent** | **Hours**: 35 hours per week. Requirement to work outside of regular office hours occasionally, as required, with time off in lieu. |
| **Leave: 25 days plus bank holidays** | **Location:** Working from home with occasional attendance at events or meetings across the UK including attending meetings in London. |
| **The Chartered Institute of Fundraising is an equal opportunities employer. It is fully committed to ensuring that the only criterion that governs matters of recruitment is merit alone** | |

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| 1. **Reporting Structure** |
| **Line Manager: Volunteering Manager** |

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| 1. **Job Description** |
| **About the Chartered Institute of Fundraising**  The Chartered Institute of Fundraising is the membership organisation for professional fundraisers in the UK. Currently the Chartered Institute supports and provides services for over 4,000 individual members and 650 organisational members. Members and non-members access training, qualifications, conferences and events, policy and guidance.  The Chartered Institute of Fundraising’s busy Volunteering team is responsible for our 35 volunteer led National, Regional and Special Interest Groups across the whole of the UK. These volunteer groups offer events, networking opportunities and support to Chartered Institute members and the wider fundraising community.  **Purpose of the job**  This role will provide key support to the Chartered Institute Volunteering team. The post-holder will have day to day administrative responsibility for supporting the volunteer journey for all Group committee volunteers, from recruitment to succession planning. As the first point of contact for volunteer queries, they will need to have excellent customer service skills and the ability to work in a fast-paced environment, managing various priorities. They will ensure the volunteers have access to all the information and tools they need to make their role a success.  The role will provide logistical support for volunteer events and activities. These activities may take place online or in person, across the UK. Working closely with the Events team, they will use innovation and an evidence-based approach to create and put in to place new systems to improve existing processes. They will use initiative to keep on top of sector news, build relationships within the volunteer network, update supporting documents and address challenges within the volunteer network.  They will administer the support of the volunteer network, manage the volunteer Treasurer role, process expenses and invoices and oversee the group income and expenditure, quarterly report and budgets. They will maintain the volunteer database and ensure all systems are kept up to date.  The role provides direct administrative support for the Volunteer Relationship and Membership Manager and the Head of Volunteering, Membership and Events. Responsibilities will include booking meetings, taking minutes, delivering inductions/training, creating surveys /reports and other tasks to ensure the team can work effectively. They will work closely with teams across the organisation.  The candidate will primarily work with our Microsoft Dynamix CRM, MS Teams, Zoom, Eventbrite, Excel, event delivery platform, outlook and Word.  The Chartered Institute Values must be embedded in the approach to all volunteer support.  This busy and varied role is the perfect opportunity for someone who is looking to advance their career in volunteer management and to broaden their understanding of the charity sector.  **Accountabilities:**   * Be the main customer liaison for Chartered Institute volunteers, with excellent customer service and responding in a timely manner. * Optimise and manage the Volunteer support systems * Provide administrative support and training to Chartered Institute Group volunteers, giving them the tools needed to fulfil their objectives. * Provide administrative support to the Volunteering team, to ensure volunteer journey is excellent.   **Volunteering support**  Working with the Head of Operations and the Volunteering Manager to:   * Be the primary contact for volunteers and their activities, responding in a timely manner across all communication channels. * Maintain accurate details on the volunteer database, MS Teams, Volunteer Hub and any other supporting systems. * Recruit and onboard new volunteers. Welcome, signpost and administer the volunteer journey for new and existing volunteers. * Collect, review and report on data and analytics to improve the volunteer journey. * Provide administrative support and minute taking for Chairs meetings * Oversee the volunteer activities to ensure they are in line with objectives, governance and policies. * Work with the Volunteering Relationship Manager to create supporting documents, guidelines and policies as required to enable an excellent volunteer journey. * Support, source and deliver training for volunteers with support from the Volunteering Relationship Manager. * Work with the Events Administrator to manage volunteer event queries and logistics, primarily on Trello and Zoom. * Working with the finance team, oversee and process Group committee invoices, quarterly returns, budgets and expenses. Manage the volunteer Treasurer relationships. * Work across teams to ensure staff are aware of any development within the volunteer network, and that the volunteering team are aware of projects impacting the volunteers. * Day-to-day administration to support the strategic objectives of the team and the volunteer strategy. * Build and maintain working relationships with the volunteers, including attendance at committee meetings and events as necessary to the role.   **Other**   * To provide effective and timely support to the Volunteering team as required. * Accountabilities also include a responsibility on behalf of the job holder to undertake any other duties that are relevant to the job as requested by the line manager. |

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| **Requirements** | |
| Experience & Skills | * Experience working in a customer facing environment or dealing with a wide range of stakeholders (essential) * Experience of creating or delivering training (desirable) * Experience of working with Volunteers (desirable) * Experience using databases and with data entry (essential) * Experience of and competent in effectively communicating using email and telephone systems (essential) * Experience of using Windows operating environments and ability to use word processing and spreadsheet software (essential) * Experience and knowledge of financial processes (desirable) * Knowledge of and/or experience within the charity sector (desirable) |
| Attributes | * A confident self-starter with strong organisational and planning skills * Desire and ability to provide excellent customer service * Eye for detail and accuracy * Ability to juggle multiple tasks at one time * Exceptional communication and writing skills * Ability to prioritise workload, meet deadlines and work on own initiative * Able to work under pressure with ability to find solutions * Diplomatic, energetic and unflappable * An understanding of and commitment to the values of the voluntary sector |