

Volunteering Development Lead

Volunteering Development Lead - Role Description

Division:	People and Culture
Department:	People and Culture
Location:	The role is hybrid. Office-based and external facing work will constitute 40% of working time over each month. Age Scotland is a flexible employer and flexible working patterns are available.
Geographical focus:	Scotland
Contractual status:	Fixed term (12 months)
Hours:	21 hours per week (to be worked between Monday – Friday)
Line Manager:	Director of People and Culture
Salary:	£18,600 - £20,100 (£31,000 - £33,500 FTE)

Job Purpose

Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

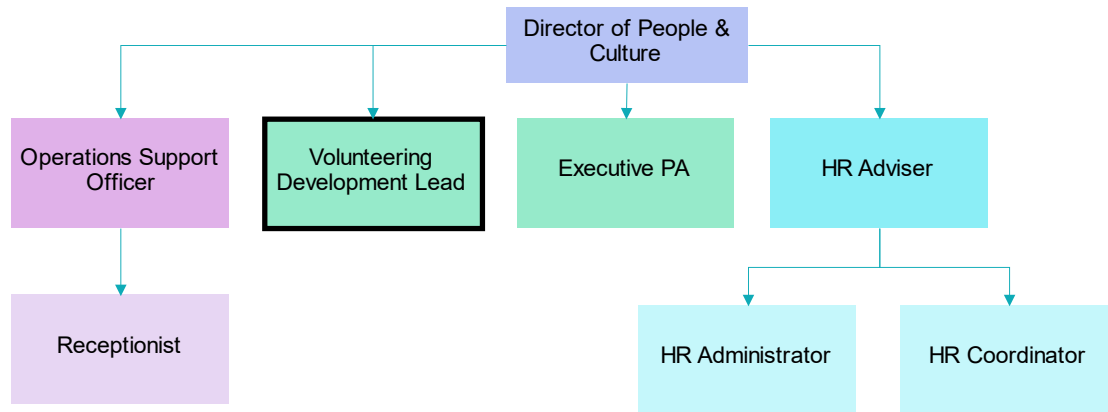
At Age Scotland volunteers are key to enable us to increase the reach of our services. As we develop our next strategy, we know that volunteering is central to our growth and impact. We have established volunteer programmes and now require an overall volunteering strategy and best practice framework to support these as we seek to grow our volunteer base as we grow.

As the Volunteering Development Lead, you will lead the development and implementation of our volunteering strategy and frameworks. These will enable a structured, inclusive and supportive volunteer environment aligned with Age Scotland's strategic goals.

A positive volunteer experience is vital and you will support us to ensure that our volunteers are an integral part of the Charity, engaged with and recognised for the impact they have on our service delivery. Our aim is that our volunteers have positive experiences and can act as effective ambassadors for the charity.

Living our values, you will approach the role with integrity, while involving, inspiring, and empowering our teams, so that together we can create better outcomes for older people in Scotland.

Volunteering Development Lead Organisational Chart



What you'll do

As Age Scotland's Volunteering Development Lead you will:

- Lead the development of a volunteer strategy and frameworks to articulate our vision for volunteering and to support a best practice approach to volunteer support.
- With key stakeholders, define and empower them to deliver scalable volunteer programmes in line with older people's needs and organisational priorities.
- Ensure that our volunteers feel engaged, valued and appreciated and feel connected to our culture.
- Support the development of policies and procedures to ensure a safe, supportive and inclusive volunteering environment.
- Collaborate with colleagues, stakeholders and volunteers, to ensure a high-quality volunteering experience.
- Working with colleagues from across the charity, support them to develop a range of accessible and inclusive volunteering opportunities which encourage a wide range of volunteers from diverse backgrounds.
- Build on our understanding of what inspires people to volunteer for Age Scotland and formalise the Volunteer Value Proposition to support recruitment and retention.

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- Supporting colleagues to use volunteering as a mechanism to build relationships with key partners, including Universities and corporate partners.
- Ensure efficient qualitative and quantitative data collection to enable effective reporting to communicate the strengths, development areas and impact of volunteering at Age Scotland.
- Working with key colleagues, ensure that volunteers contribute to an environment of data and cyber security and our safeguarding culture.
- Using examples of best practice in the Charity, ensure we have mechanisms in place to onboard and develop to fulfil their roles.
- Work with colleagues to provide relevant and proportionate feedback and recognition to help volunteers to contribute in their roles.
- Work with volunteers and colleagues to identify and enhance the wellbeing benefits of volunteering to ensure a valuable and positive volunteer experience.
- Review the value of accreditation frameworks to support best practice and a positive volunteering experience.
- Support colleagues to resolve any volunteer issues.

Key relationships:

Director of People and Culture

Senior Management Team

Volunteer Programme Managers across the organisation

Marketing and Fundraising Team

What you'll bring

Knowledge & Experience:

- Experience of developing and implementing volunteer programmes.
- Experience of a person-centred approach.
- Knowledge and experience of delivering volunteering best practice in volunteering.
- Development of a diverse range of opportunities which attract a wide range of volunteers, including older people, young people and corporate volunteers.
- Project management skills.
- Experience of volunteer strategy and policy development.
- Experience of working with accreditation frameworks to add value.
- A track record of successful partnership working.

Skills:

- Able to bring a collaborative working approach.

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- A strong team player, able to use own initiative and reflect on own practice.
- Excellent communication skills, including networking and presentation skills.
- Strong interpersonal skills to deal with people at all levels.
- The ability to think creatively.
- Strong planning and organisational skills.

Additional requirements

- Flexible, adaptable and willingness to engage in self-development.
- The role may require occasional travel in Scotland.
- Employees are expected to undertake all other reasonable and related tasks allocated by their Line Manager.
- Commitment to the aims and vision of Age Scotland and the ability to demonstrate our values (Empowering, Inspiring, Inclusive & Integrity) in your work.
- Commitment to work alongside and support volunteers.
- An understanding of and commitment to equal opportunities.
- Willingness to work from the Edinburgh Office when required (NB, travel costs from home to the office will not be reimbursed by Age Scotland).
- Employees are expected to have a suitable homework space with a good broadband connection for occasional home working.
- Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain an app on either their personal or work mobile device.