

Hull CVS
Sector Development Officer - Volunteering
Job Description

Job Title: Sector Development Officer – Volunteering Specialist
Responsible to: Sector Services Manager
Based at: The Strand, 75 Beverley Road, Hull, HU3 1XL
Working Hours: 35 hours per week

Scope:

Hull CVS is an infrastructure organisation, that has been established to provide development and support services to local communities and the voluntary, community and social enterprise (VCSE) sector. The VCSE sector comprises a wealth of organisation types including registered charities, social enterprises, volunteer led organisations and community groups. A key part of our role is to provide a broad range of services and support to these organisations to aid their start up, effectiveness and longer-term sustainability.

We currently provide a range of traditional services and advice that fulfils the everyday needs of charitable organisations, including supporting the recruitment and management of volunteers; delivering governance and constitutional advice to organisations; and providing a range of direct business support functions including low cost accommodation and room hire; networking opportunities; training; funding advice; payroll services; and finance and HR management; all helping organisations to start, grow and develop.

In addition to supporting the local sector, Hull CVS also directly delivers a range of projects to support local community empowerment. These include a range of volunteering programmes; patient voice and advocacy; direct payments support; and the administration of a number of small grant programmes for local Charitable Trusts.

Overall Objective:

The post holder will join a team of specialist advisors to the VCSE sector. Each member of the team will have a broad knowledge of the support needs of the sector, but will have their own specialist area of focus – either organisation development/governance, funding, training, volunteering, or communications.

As volunteering specialist, you will support organisations to provide outstanding volunteer experiences. This includes guiding them in developing effective volunteer management policies and delivering legal and recommended best practice. You'll champion the voice of volunteers, ensuring their needs, such as training, representation, and recognition are met and celebrated. You will take the lead in the day to day management of the digital volunteer system and Hull Volunteer Centre, which provide the mechanisms for promoting volunteering opportunities and connecting people with meaningful volunteer opportunities.

Specific Duties and Responsibilities

External Development:

- Work with VCSE organisations to understand their volunteer needs and help them recruit effectively.
- Offer advice on best practices for volunteer management, including the development of inclusive volunteer policies and procedures.
- Represent the voice of volunteers at meetings, forums, and networking events related to volunteering.
- To support campaigns, initiatives and recognition activity linked to volunteering and volunteer management.

Volunteer brokerage and support:

- Act as the first point of contact for individuals seeking volunteer opportunities, providing tailored advice and guidance.
- Provide ongoing management and development of the digital brokerage system to ensure a smooth matching process between volunteers and roles.
- To support ongoing recruitment and training campaigns with both organisations and volunteers, to encourage utilisation of the centralised volunteering platform.

Volunteering development:

- Champion the value of volunteering within the community and advocate for volunteer rights, recognition, and well-being.
- Coordinate the Volunteer Managers and Coordinators Network, which is a platform for local organisations to share challenges, learning and best practice.
- Develop and coordinate a new Volunteer Forum, to provide a platform for volunteers to have a voice and where opportunities and challenges can be identified and responded to effectively.
- Work with the community and stakeholders to identify and address barriers to volunteering, ensuring accessibility for all.
- Monitor trends and feedback to enhance the volunteer experience and develop new initiatives.

Internal Programmes:

- Support on the recruitment of new volunteers for Hull CVS volunteer programmes.
- To oversee and ensure the smooth running of the Volunteer Centre.
- To provide advice to internal departments on best practice in the utilisation of volunteers.
- To support Hull CVS in achieving and maintaining volunteer accreditation.

Reporting and Performance Monitoring:

- To maintain a volunteer database detailing volunteers' details and activities to enable performance and trends to be monitored.
- To work with the wider CVS team ensuring that volunteering activity is linked into the wider activities of Hull CVS, including volunteers training needs.
- To gather and collate quantitative and qualitative data about volunteering on a regular basis for funders, trustees and other key stakeholders.
- Collate and produce case studies for contribution to the Hull CVS Annual Report.

General Duties:

- To ensure that members of your team and wider organisation are adequately informed of your work as appropriate, and information is provided as requested by your line manager.

- To participate in planning and team building activities within the company and to contribute to the core operation and development of the organisation.
- To take part in supervision / appraisals as agreed in line with organisational policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at the organisation within the framework of the confidentiality policy.
- To adhere to company policies and procedures.
- To undertake any other duties commensurate with the level of responsibility of this post which you may be asked to undertake by Senior Management.
- To have a strong commitment to equality and diversity and to form effective working relationships across our diverse communities.