



## **Job Description**

### **JOB TITLE**

#### **Volunteer officer**

Reports To: Head of Volunteering  
Budget Responsibilities: None

#### **Purpose of the job**

To deliver Berkshire Vision's volunteering strategy in partnership with its volunteers.

The role is responsible for developing our volunteer support across the charity, particularly focusing on the safe recruitment, management, development and recognition of our volunteers.

#### **Description of the job activities**

##### **Key responsibilities**

- Enabling and supporting all parts of the organisation to successfully engage volunteers in delivering its strategic aims.
- Attend relevant volunteering events, throughout Berkshire, to promote the charity and its volunteering opportunities.
- Proactively recruit new volunteers to facilitate both the quantity and quality of volunteers required to support the charity's objectives.
- Provide support to existing volunteers and engage them in the charity's work.

#### **Activities and tasks**

##### **Volunteer leadership and management**

- To promote and enable a positive culture of engagement, that values the work of volunteers.
- To assist in the running of internal projects such as telephone befriending
- To provide high quality advice and professional support, increasing the impact of volunteering across the charity.
- To provide the volunteer workforce with support and ensure an appropriate range of learning and development opportunities are available to support their volunteering needs.
- To promote diversity and inclusion through a range of volunteering opportunities with and for people who are blind and partially sighted.
- To support the social club chairs and club committee members, providing them with advice, guidance and support with the management of social clubs and their volunteers.
- Recruit, induct and support volunteers in line with Berkshire Visions volunteer policy and procedures.
- Manage the volunteer database, ensuring all data is up to date and compliant with legislative, policy and best practice requirements.
- Carry out administrative duties relating to the management of volunteers, including the processing of timesheets, expenses, concise record keeping, DBS and training certificates.
- Support the Head of Volunteering with the delivery of the volunteering service.

- Other duties as commensurate with the post.

### People

- Provide inspiring management and support to the volunteers.
- Ensure communications with the volunteers are effective and working relationships are supportive and productive.

### Other

- Be responsible for own continuing professional development, keeping up-to-date with best practice, policies and procedures.
- Promote the implementation of policies, with special focus on equal opportunities, volunteer management, child and adult safeguarding, health and safety and environment.
- Deal with all issues in a professional manner keeping confidences where appropriate and always being mindful of data protection implications.
- Be an effective representative for the charity and act at all times in a professional manner conducive to promoting a positive image of Berkshire Vision.
- Contribute to the review of the charity's strategy and operational plans.

### Working Environment

- Work under office conditions with frequent and extensive use of a display screen. This may be temporarily from home due to Covid-19.
- Regularly attend external events.
- Occasionally work evenings and weekends.
- Within the role there are factors such as working with members and the public

### Autonomy

- Plan and arrange a moderate amount of own work to meet set objectives.

### Direction

- Work can be reactive to volunteers needs at times.
- Work is largely planned and proactive.

### Internal and external relationships

- The results of external relationships have an impact on the reputation and performance of the organisation.
- Regular liaison with colleagues and with active/potential volunteers.
- Failure to represent the organisation appropriately could lead to a lack of volunteers wanting to volunteer with the charity.
- Collaborates with others in the department/organisation on a daily basis.

The above is a general description of the work to be carried out and not an exhaustive list. The role holder is also required to perform all reasonably assigned duties.

## Person Specification

	Essential	Desired
Qualifications	GCSE's A-C or Equivalent in Maths and English.	
Experience	<ul style="list-style-type: none"> <li>• Experience of supporting the professional development of others.</li> <li>• Experience of managing volunteers and/or teams.</li> <li>• Experience of safe recruitment practices and retaining volunteers.</li> <li>• Experience of implementing policies and procedures.</li> <li>• Experience of overseeing a team of ≥50 volunteers.</li> <li>• A working knowledge of the voluntary sector</li> <li>• Administration experience, including database and record keeping.</li> </ul>	<ul style="list-style-type: none"> <li>• Previously worked within the visual impairment field.</li> <li>• Experience of using Charity Log database.</li> <li>• Experience of carrying out voluntary work.</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to inspire and motivate volunteers across the organisation.</li> <li>• The ability to attract and retain volunteers.</li> <li>• Ability to establish and develop positive relationships with volunteers as well as a range of external partnerships.</li> <li>• Excellent communication, presentation and interpersonal skills with the ability to promote the charity to a wide range of audiences.</li> <li>• Excellent organisational and time management skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.</li> <li>• Good level of competence in use of IT including Microsoft Office packages.</li> <li>• Able to use basic databases and keep clear and concise records.</li> </ul>	
Personal Qualities	<ul style="list-style-type: none"> <li>• Excellent attention to detail.</li> <li>• Strong communication skills.</li> <li>• Approachable.</li> <li>• An understanding of what drives volunteers.</li> <li>• Strong customer focus.</li> <li>• Self-motivated.</li> <li>• Integrity and sensitivity to disability issues.</li> <li>• A naturally collaborative team player who is open to ideas.</li> </ul>	

	<ul style="list-style-type: none"> <li>● Enthusiasm, imagination, innovation, energy and drive with the ability to inspire confidence both internally and externally.</li> <li>● High personal integrity and commitment to providing strategic, professional, responsive volunteering services consistent with our culture and ethical business standards.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>● It is a requirement of this role that the role holder can successfully pass a DBS check, at the enhanced level.</li> <li>● Flexible approach to working hours.</li> <li>● Full driving licence with regular access to a car (business-use insurance required)</li> </ul>	