

VOLUNTEER MANAGER

Full Time 35 hours per week (working hours)

Salary: £25,000 - £27,000 per annum dependent on experience

Based at our Head Office in Warrington with regional travel required for site visits or a home-based option available minimum 2 days per month at head office (as pre agreed).

Introduction

Cycling Projects trading as Wheels for All is a National Inclusive Cycling Charity, working to make cycling accessible to every person on their own terms. Through our growing number of inclusive cycling hubs across England and Wales, and our Pedal Away and Bike Buddy initiatives, we have enabled thousands of people to enjoy the benefits of cycling so far and are on a journey to upscale our delivery to reach many more.

We couldn't do what we do without our volunteers. Volunteers are the lifeblood of our charity. With a variety of roles offered, we attract a diverse range of enthusiastic individuals who help us deliver our services in their local area. We are seeking a very special Volunteer Manager who will coordinate and lead our volunteer services, overseeing the associated recruitment, support, training, management, and retention processes. You will ensure we are delivering a high quality, consistent and enjoyable service whilst maintaining a rewarding and fulfilling relationship with those who join our volunteer journey in an engaging, effective, and efficient way.

Job Title: National Volunteer Manager

Responsible for:

- Creating a series of successful volunteer engagement campaigns, recruiting, and retaining volunteers to support Wheels for All, Pedal Away and Bike Buddy programmes across the country.
- Responsible for the creation of partnerships bringing people, organisations and services together through the Wheels for All initiative in order to develop the voluntary workforce.
- Focusing on the creation of volunteering opportunities for existing participants, disabled community members, members of cycling clubs, and supporting existing volunteers.

- Regular engagement with external partners and independent inclusive cycle hubs to support their volunteer recruitment and retention

Wheels For All is committed to achieving equity for all current and prospective employees. We do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We believe that an inclusive workplace, where people of different backgrounds work together, ensures better outcomes for all employees and the organisation as a whole. We therefore strongly encourage suitably experienced people from a wide range of backgrounds to apply.

Key skills needed for this exciting role:

You will be a strong communicator with excellent and adaptable interpersonal skills in person, virtually, and in typed context. You will have significant experience of volunteer management (ideally on a large scale), leading successful recruitment drives, and delivery of high-quality volunteer support, training and management. A key element of this role will also include working with the team to capture and monitor the impact of our volunteer services.

Location(s) Can be based anywhere across the country with regular engagement with the Wheels for All charity head office in Warrington and some site visits to centres and projects across the country

1. Job Purpose

1. The primary purpose of this position is to continue the successful growth and expansion of the volunteer network that supports the inclusive cycling landscape today and for the future.
2. To test and deliver an efficient and effective volunteer engagement model that complements the vision of the Wheels for All charity.
3. To create and deliver a series of successful volunteering campaigns to create, recruit and retain new volunteers to support Wheels for All and its various community programmes including Pedal Away and Bike Buddy.

4. To embrace the volunteering structure in community cycling initiatives, recognising and celebrating the dedication and achievements of existing volunteers.
5. To offer a range of volunteering opportunities for disabled people – especially for existing Wheels for All participants, who want to give their time to the development of Wheels for All centres and to inspire potential participants to take part in Wheels for All activities.
6. To offer and deliver volunteers the appropriate training and support wherever necessary.
7. To demonstrate effective volunteer recruitment with a particular focus on attracting commitment from existing cycling clubs and community engagement,
8. The post-holder will oversee the co-ordination of a series of volunteering packages that will bring new people to support the roles and functions of Wheels for All sessions. This will include delivery, communications, maintenance, and fundraising.
9. To roll out a set of volunteering role specifications that reflect the necessary functions needed to operate a Wheels for All sessions.

2. Departmental

1. To ensure the effective and efficient implementation of organisational policies and the achievement of volunteering objectives.
2. To enable the delivery of regular volunteering opportunities, leading to progress and improve an individual's physical, mental, and social well-being
3. To ensure the volunteering campaigns are enthusiastically well received by participants, families, carers and support partner organisations.
4. To recognise the needs of all volunteers and to ensure that equal opportunity and health and safety issues are identified and addressed effectively.
5. To assist in ensuring effective external and internal working relationships are established and maintained with organisations and agencies relevant to the national volunteering programme.
6. To ensure effective and accessible communication with staff, service users, the general public and others, as appropriate.

7. To identify and recruit the appropriate volunteers to support the ongoing development of inclusive cycling opportunities.

3. Principal Duties & Responsibilities

1. To contribute significantly to the strengthening of external relationships and partnerships, and the formation of new ones, through effective communication and interpersonal skills. This will involve regular dialogue and communications with colleagues and partners on a national scale.
2. To be proactive and innovative in generating volunteering opportunities through various volunteering campaigns. Key areas of work will include development of volunteering packages for non-cyclists, disabled people, existing volunteers and cycle club members.
3. Support the development of inclusive cycling interventions including identifying key milestones and performance measures appropriate exit routes, assessing the impact the project will have on volunteers and the beneficiaries of the projects they support.
4. To organise and facilitate regular meetings of volunteers through the regional cluster engagement model and then on a national scale.
5. To ensure the safe recruitment of all volunteers, so that they all receive appropriate training, support and supervision, and that their views and aspirations are shaped into future project plans.
6. To monitor progress and evaluate the outcomes of the national volunteering campaigns alongside Sport England, and other funders and delivery requirements.
7. To ensure that there is volunteer representation outside of the delivery aspect of the project, and there are volunteer roles for marketing, communications, fundraising and community advocacy and governance.
8. To lead on effective communication and marketing campaigns including social media to promote volunteering opportunities for Wheels for All, Pedal Away and Bike Buddy.

3. Qualifications and Experience

	Essential	Desirable
Job-Related Experience	E	
<ul style="list-style-type: none"> Proven experience of developing learning or training for volunteers 	E	
<ul style="list-style-type: none"> Experience of developing volunteer -facing resources. 	E	
<ul style="list-style-type: none"> Proven experience of writing for and communicating to volunteers. 	E	
<ul style="list-style-type: none"> Experience of change management in a volunteering context. 	E	
<ul style="list-style-type: none"> Experience of working with a wide variety of stakeholders. 	E	
<ul style="list-style-type: none"> Experience of developing or updating volunteering policies and/or processes. 	E	
<ul style="list-style-type: none"> Experience of creating an inclusive work and volunteering environment. 	E	
<ul style="list-style-type: none"> Self-discipline with ability to use initiative and work autonomously with minimum supervision, and as part of a multi-disciplinary team. 	E	
<ul style="list-style-type: none"> Experience of developing lead volunteer roles 		D
Knowledge		
<ul style="list-style-type: none"> Demonstrable expertise related to good practice in volunteer management. 	E	
<ul style="list-style-type: none"> Comprehensive understanding of the volunteer journey, motivations and what makes a good volunteer experience 	E	
<ul style="list-style-type: none"> Understanding of the principles of good project management. 		D
<ul style="list-style-type: none"> Demonstratable and up-to-date knowledge of safeguarding and data protection requirements and specifically their implications for volunteer involvement. 	E	
Skills and Competencies		
<ul style="list-style-type: none"> Ability to work cross-functionally in a collaborative manner. 	E	
<ul style="list-style-type: none"> An analytical mind with great problem-solving skills. 	E	
<ul style="list-style-type: none"> Demonstratable excellent organisational, planning, and multitasking abilities. 	E	
<ul style="list-style-type: none"> A team player with good communication, active listening, and proven effective leadership skills. 	E	
<ul style="list-style-type: none"> Proven ability to influence, manage expectations of others and recognise when to escalate issues to a higher level. 	E	
<ul style="list-style-type: none"> Pro-active with ability to use own initiative to achieve organisational goals. 	E	
<ul style="list-style-type: none"> Computer literate with Microsoft Office packages and databases. 		D
<ul style="list-style-type: none"> Dedicated to demonstrating the impact of volunteering and creating volunteer roles that are inclusive and accessible. 	E	
<ul style="list-style-type: none"> Ability to interpret data and present statistical information. 		D

<ul style="list-style-type: none"> • Excellent presentation & communication skills- written/oral 		D
<ul style="list-style-type: none"> • Knowledge experience of transport, social care, community development and Health and Well-being initiatives. 		D

4. Physical Effort

Working hours are flexible and varied in accordance with the requirements of the work and/or attend meetings or events outside of normal office hours

5. Working Environment

We recognise that this role can be operated remotely on the basis that they will meet with the management team and other colleagues on a regular and appropriate basis.

6. General

To undertake such other duties and responsibilities as identified by the programme and are commensurate with the level of the post.

The Job Description only contains the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out.

The post holder will be expected to undertake any appropriate training provided by Wheels for All.

The post holder will be expected to contribute to the protection of children and vulnerable adults as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.

The post holder will be required to promote, monitor and maintain health, safety and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to. Wheels for All staff are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Satisfactory Disclosure and Barring Service checks are required for this post prior to commencement.

Driving Licence

The post-holder should possess a current driving licence or must have sufficient mobility to satisfy the demands of the job.

Availability

The post holder should be available to work outside normal office hours.

Organisational Chart



Contacts/Partnerships

- Sport England
- Third sector volunteer networks
- Inclusive cycling partners (external and independent)
- British Cycling
- Disability Support groups
- Carers support groups
- Activity Alliance
- Leonard Cheshire
- Royal Mencap
- Cycling clubs across England

SPECIAL NOTE:

This job description does not form part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities change within the season and as the need for the project grows each year.

Competency Specification

Post Title: National Volunteer Manager		Post no.
Requirements	Essential Evidence of:	Desirable Evidence of:
1. Functional competency requirements for the job:	<ul style="list-style-type: none"> ▪ Knowledge and experience of sport and active lifestyles ▪ Excellent presentation and communication skills – both written and oral ▪ Problem solving and Organisational skills ▪ Self-discipline with the ability use own initiative and work autonomously with minimum supervision and as part of a multi-disciplinary team. ▪ Used to working to deadlines and able to work calmly and efficiently under pressure ▪ Track record for delivering projects and meeting targets 	<ul style="list-style-type: none"> ▪ Knowledge and experience of project management ▪ Negotiating and influencing skills
2. Behavioral competencies:	<ul style="list-style-type: none"> • You set a good example by doing the right thing, acting in an assured and unhesitating manner ▪ You take responsibility for straightforward decisions and seek advice for difficult ones ▪ You monitor and review progress against targets ▪ You are aware of the health and safety policies for the charity 	<ul style="list-style-type: none"> ▪ Identify and make sense of conflicting and complex data
3. Other requirements:	<ul style="list-style-type: none"> ▪ The post holder should possess a current driving license or must have sufficient mobility to satisfy the demands of the job ▪ Good IT skills - Microsoft Office 	<ul style="list-style-type: none"> ▪ Educated to degree level or relevant experience within a sport and active lifestyle environment
4. Any job relevant information that needs to be considered:	As the post requires a collaborative approach to working and is responsive to needs a variety of working locations will be required in line with flexible working arrangements	