

Job Description

Volunteer & Training Manager

Reporting to: HR Manager and Deputy CEO

Responsible for: Volunteers and Training

Salary: 26 - 28k (depending on skillset and experience)

Hours: 35 (full time)

Contract: Permanent

Probation period: 6 months

Location: Birmingham, Wolverhampton and Walsall

Benefits: Working here, you'll enjoy competitive pay, 21 days' holiday plus bank holidays, a wide range of benefits, including TOIL, and upon successful completion of probation; a work place pension with contribution from RMC of 5% (increases with length of service), and a generous employee assistance programme including 24/7 access to a GP online or over the phone, legal advice and health and wellbeing support. You'll also have the chance to learn valuable new skills with regular training provided in-house and externally.

RMC is seeking an enthusiastic and passionate individual to join our team as a Volunteer and Training Manager and become an integral part of the organisation.

The role:

You will work collaboratively with the management team at RMC to recruit, train and support volunteers. You will be responsible for the promotion of opportunities as well as monitoring and development of volunteers.

You will take the lead in pro-actively encouraging a training culture for volunteers and staff, and coordinate the ensuing effort.

You will design a training programme making access to training as straight forward as possible and facilitate implementation of the training programme.

Main responsibilities of the job:

Recruitment

- Responsible for attracting, recruiting, inducting, motivating, developing, retaining, deploying and managing volunteers.
- Build key relationships with stakeholders in order to develop a large network of volunteers.
- Develop innovative approaches in order to ensure the comprehensive involvement of volunteers in our work, maximise the benefits of volunteering and improve the overall volunteering experience.

Development

- Create, organise and deliver training sessions for volunteers and volunteer mentors.
- Provide day-to-day support to volunteers and volunteer mentors (advisors, caseworkers, project officers, etc).
- Coordinate the work with mentors and organise volunteer supervisions.
- Ensure that volunteers are well prepared, as a result of their work experience, to enable them to move on to education, training or employment. It is vital that volunteers leave RMC with many transferable skills that they can utilise in making a positive difference to their lives.
- Develop and maintain relevant volunteer policies and procedures and ensure they are adhered to.
- Promote the RMC volunteering programme and opportunities.
- Identify training needs within the organisation and develop training opportunities for staff.
- Design and facilitate a training programme which staff can easily access.

Monitoring

- Develop and maintain clear records and outcomes.
- Report on outcomes and achievements of volunteers.
- Ensure Safeguarding protocols are followed.
- Maintain accurate records for funders and other stakeholders and write up case studies.

New projects

- Work with the management team to identify new projects in which volunteers could be involved.
- Ensure appropriate volunteers are recruited to deliver identified projects and tasks.

Coordination of training – staff & volunteers

- Oversee the organisation's training programme and where necessary, assist trainees through self-learning modules and review progress on a regular basis.
- Develop and maintain relevant volunteer policies and procedures and ensure they are adhered to.
- Ensure trainees and other staff are informed of the activities, content and practical issues in the RMC learning programmes.
- When required, research, design and deliver training programmes, sessions, lesson plans and materials.
- Source external training and encourage record keeping to be kept up to date for continuing professional development.

Flexibility

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the general scope of the job.

This job description will be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Equal opportunities statement

As part of its recruitment policy, RMC intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable within the person specification.

Person Specification

Volunteer and Training Manager

Essential Desirable

Experience

| | | |
|--|---|---|
| At least three years of experience working with placements and/or volunteers in a management or supervisory role | ✓ | |
| Experience of working with disadvantaged groups | | ✓ |
| Experience of coordinating training programmes, developing and delivering training to volunteers and colleagues | ✓ | |
| Experience of working with quality standards | | ✓ |

Knowledge

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|---|---|--|
| Knowledge of good practice in induction for volunteers within an organisation | ✓ | |
| Knowledge of the framework and main considerations for managing volunteers within an organisation | ✓ | |

Skills

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|--|---|---|
| Ability to prepare written information (reports, letters) | ✓ | |
| Ability to communicate with a variety of different people in a variety of situations, especially people for whom English is not a first language | | ✓ |
| IT Computer literate, especially in Microsoft Word and Excel | ✓ | |
| Ability to prioritise and manage own workload and time | ✓ | |
| Ability to work effectively within a team | ✓ | |
| Ability to operate a simple petty cash system | | ✓ |
| Ability to maintain accurate and up to date manual and electronic records | ✓ | |
| Ability to design and facilitate training | ✓ | |

Qualities

| | | |
|--|---|--|
| Commitment to Equal Opportunities | ✓ | |
| Commitment to Health and Safety in the workplace | ✓ | |

JOB ADVERTISEMENT

Volunteer and Training Manager

Volunteers are at the heart of RMC's work enhancing the effectiveness of the organisation. Volunteering at RMC offers valuable work experience and the opportunity to develop new skills. RMC is also committed to ensuring its staff continue to fulfil their potential and provide optimum service to clients through continuing professional development.

The Volunteer and Training Manager will have oversight of this important work with volunteers and staff.

RMC is looking for an enthusiastic individual with experience and skills to develop our volunteer programme and provide training in the organisation.

Job responsibility for Volunteers and Training

Salary scale: 26 - 28K (depending on skillset and experience)

Contract: Permanent

Hours: 35 (full time)

Location: RMC offices in Wolverhampton, Walsall and Birmingham

The post holder will be responsible:

- for recruiting, training and supporting volunteers.
- promoting a training culture for volunteers and staff.
- facilitating training opportunities within the organisation.

If this sounds like the job for you, see the full job description and complete our application form through RMC's website: www.rmcentre.org.uk. Or email vacancies@rmcentre.org.uk for an application pack. Applications need to demonstrate how your skills and experience meet the criteria of the person specification.

Completed forms are to be sent to Vacancies@rmcentre.org.uk

Closing date for applications: 5pm on Friday 10 December

Interviews will be held in the week beginning 13 December