

## Wimbledon Guild Job Description

**Position:** Volunteer Programme Manager

**Based at:** Mainly based at Guild House, SW19 4EF, with the occasional visit each month to WG Morden, SM4 5DA. You also have the option to work from home one day a week.

**Salary:** £38,000

**Hours:** Full-time, 37.5 hours per week

**Contract:** One year (maternity cover)

**Closing date:** Monday 9<sup>th</sup> December at 9am

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### What we do

Wimbledon Guild is a community charity in Merton offering practical help and support so that people never have to face life's challenges alone. Whether money's tight, someone is feeling low or overwhelmed, or they're looking for new friends and activities locally, we're always here. We help and support more than 3,000 people across our borough every year through a range of innovative services that we continue to develop in response to changing needs.

### Role purpose

At Wimbledon Guild, our team of over 200 volunteers makes a real difference, supporting and connecting with people of all ages, backgrounds, and experiences across Merton. Their support is truly invaluable, and we're looking for a Volunteer Programme Manager (Maternity Cover) to help us continue creating an inclusive and forward-thinking volunteering culture.

In this role, the Volunteer Programme Manager will collaborate with six internal departments as well as our Marketing and Communications team to champion best practices in volunteer management. The role involves overseeing recruitment, training, supporting, and supervising our incredible volunteers, ensuring they feel empowered and valued every step of the way.

### Key responsibilities

- Work closely with the Head of Marketing and Fundraising and the Senior Management Team to implement and develop the organisation's volunteer strategy.
- Review and implement policies, procedures, and guidance to ensure they remain effective and fit for purpose and that changes are clearly communicated and understood by volunteers and staff.
- Champion diversity and equality by embedding inclusive practices into every aspect of the volunteer experience and work to increase diversity in the volunteer community by understanding and addressing barriers to volunteering.
- Identify volunteering needs across departments, create and refine volunteer role descriptions, and implement recruitment strategies. Build partnerships with local organisations to promote volunteering opportunities to diverse groups across Merton.
- Oversee our online volunteer management systems and develop a volunteer rotating schedule and a feedback portal with the Database Manager to streamline processes and improve the volunteer experience.
- Process and triage new volunteer applications, ensuring the right fit for roles. Signpost candidates to other opportunities within or outside Wimbledon Guild when needed.
- Host volunteer inductions alongside team point of contacts to ensure all volunteers receive the necessary training and support to thrive.
- Organise and deliver a mix of eLearning opportunities and in-person awareness training sessions, working alongside local partners to ensure they're engaging and impactful

- Create and develop corporate volunteering partnership opportunities and explore new ways to engage groups in fundraising through volunteering.
- Help volunteers feel valued by sharing their stories, capturing photographs and videos, and promoting their achievements through case studies and writing monthly volunteer newsletter.
- Organise and host volunteer socials to create a sense of connection and belonging.
- Gather and review volunteer feedback through surveys, one-on-ones, and meetings.
- Use CRM database stats to write quarterly volunteer reports and use insights to refine processes and track key performance indicators (KPIs).
- Lead on handling complaints or concerns involving volunteers, ensuring issues are resolved sensitively and efficiently.
- Identify any potential issues affecting volunteers, share your concerns with colleagues, and suggest practical solutions to help address them.
- Process Basic and Enhanced DBS checks, references, eLearning training and ensure all information is captured and recorded.
- Stay up to date with best practices by engaging in volunteer networks and researching innovative tools and technologies to simplify volunteer processes, freeing up more time to focus on supporting and connecting with volunteers.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

## Person Specification

### Knowledge, Skills and Experience Required

- Proven experience in managing a volunteer programme and volunteers
- Collaborative and solutions-focused, with the ability to influencing others at a strategic level to drive positive outcomes. Able to motivate and inspire cultural change in volunteering, along with implementing effective policies and procedures.
- Excellent written and interpersonal communication skills, with the ability to lead, network, host meetings, run training sessions and inductions, and easily build rapport with a diverse range of people.
- Strong time management and administration skills, with a proven track record of successfully managing projects from start to finish.
- Detail orientated and confident using Microsoft software, managing online systems and databases to manage records.
- Skilled at networking and building partnerships with charities and community organisations.
- Empathy for volunteers, with an understanding of their needs and motivations.
- Confident in managing challenging situations or difficult conversations, with the ability to address concerns or conflicts with discretion.
- Proven experience supporting people with disabilities, access or support needs and possess a commitment to diversity and inclusion, with the ability to embed EDI principles into all aspects of a volunteer programme.
- Awareness of safeguarding, health and safety, GDPR and EDI practices.
- Able to maintain confidential information in line with GDPR requirements.
- Willingness to work flexibly, including occasional evenings and weekends when required.
- Capable of working both independently and as part of a team with a positive approach.
- Able to export data to produce volunteer reports and monitor KPI's.
- Experience processing Basic and Enhanced DBS checks is desirable
- Skilled in capturing photos and videos, with experience using tools like Canva and Mailchimp.