

Making the Leap.

Role Title	Volunteer Manager
Reporting to	Head of Delivery
Location	Kensal Green, London, and remotely. Currently three days a week in the office.
Working hours	Monday to Friday, 9.00am to 5.00pm
Salary	£40,000 per annum
Pension Scheme	10% contribution (5% non-contributory)

WHO ARE MAKING THE LEAP?

Making The Leap is an innovative societal change charity that aims to make a big difference. From direct delivery, to advocacy and leadership, we refuse to stay in our lane and believe passionately that those we exist to serve have the right to be anything they want to be. To say that this is an exciting time for the organisation would be an understatement, as our incredible funders, donors, partners and supporters have given us the chance to move to the next level, and have further influence and delivery nationally.

The shared soul of the organisation is to be passionate about helping young people from less-advantaged backgrounds; build up other charities and community groups and want to partner with them or support them; want to work with businesses and organisations to get things done; and care deeply about addressing racial inequity.

The organisation has a number of strands: core Making The Leap; the UK Social Mobility Awards; the Social Mobility Podcast and The Social Mobility List.

The Role

- Lead on the development, implementation and management of our volunteer programme
- Embed good practice in volunteer coordination, training, motivation, recruitment, and safeguarding
- Deliver a plan to recruit the right volunteers with the right skills to match organisational needs

PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES

- The Post holder must at all times carry out his/her duties with due regard to all Making The Leap's policies including Equal Opportunities, Health & Safety and Safeguarding Policy
- Investigate best practice in the volunteering sector
- Coordinate, develop and deliver appropriate processes for volunteers to be successful in their positions
- Raise the profile of Making The Leap's volunteer programmes, acting as an ambassador
- Develop and manage partnerships with external stakeholders
- Develop and maintain links with local external organisations and businesses in order to recruit volunteers
- Attend volunteer fairs and community events and organise recruitment workshops and talks
- Utilise networks and brokerage services to promote Making The Leap's volunteering opportunities
- Act as a central point of contact for volunteers and for the coordination of volunteering enquiries
- Initial screening and introduction of prospective volunteers for Making The Leap programmes
- Management of, and participation in, assessment activity
- Confirm appointment of successful applicants and communicate to those unsuccessful
- Familiarise volunteers with their understanding of Making The Leap, its audience, its services and the role and responsibilities of staff and volunteers

- Monitor and review volunteers ensuring they receive sufficient support and achieve their goals
- Ensure that volunteer roles, guidelines, procedures, record-keeping and evaluation systems are followed and maintained
- Ensure that volunteers receive the appropriate level of supervision
- Regular engagement/progress updates of existing volunteers – one to one & group sessions
- Lead events in schools to coordinate and manage volunteer participation.
- Plan and host knowledge sharing and social sessions for volunteers
- Host volunteer group meetings; take and distribute minutes/action points
- Coordinate and implement mentoring activity
- Provide data and written reports for internal and external reporting as required
- Participate in Making The Leap’s promotional activities (including televisual, radio and written media) as requested
- To be part of the team to run Making The Leap
- Provide progress/monitoring reports to Line Manager as requested
- Any other duties within the general scope of the post

PERSON SPECIFICATION

Experience of:

- 5 years professional work experience
- Professional use of MS Word and Excel or equivalent, and CRMs
- Building relationships and engagement with stakeholders at all levels

Skills and knowledge:

- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Excellent organisation and project management skills
- Reliability
- Safeguarding fundamentals
- Self-motivated, energetic and able to use own initiative
- Professional approach to all tasks, flexible and self-demanding of excellence
- Excellent telephone manner

Personal attributes:

- Passionate about enabling social change and supporting young people to achieve the best from life
- Ability to operate in a school environment
- A purpose-driven mindset and commitment to an ethical approach
- Proactive, self-starter with energy and drive
- Professional, approachable and compassionate
- A flexible attitude with a curious mindset and ability to keep learning
- A problem-solver, able to solve and engage in long-term, strategic thinking and programme planning
- Ability to identify, plan and prioritise own work
- Ability to meet set targets
- Ability to work to and achieve deadlines
- Ability to work as part of a team and on own initiative
- Ability to maintain a professional image

If you wish to be considered, please apply by e-mail to Paola Contessi, paola.contessi@mtl.org.uk, with your CV and a covering letter explaining why you are interested in this position and why you want to work for Making The Leap. The covering letter is your opportunity to talk yourself into an interview: please use it.