



# ZARACH JOB DESCRIPTION

## VOLUNTEER DEVELOPMENT OFFICER

MARCH 2024

### KEY INFORMATION

Salary	starting from £25,000 with progression up to £29,000 p/a (FTE)
Hours	22.5 hours per week (0.6 FTE)
Reporting to	National Finance & Operations Manager
Holidays	36 days per annum (including Bank Holidays) (pro-rata)
Location	Home-based (with regular travel required)

### MAIN AIMS OF THE ROLE

- Be a mission-driven and values-led member of Zarach's team, living, championing, and advocating for Zarach's work and the children and families supported, internally and externally.
- Lead on the recruitment, support and development of volunteers across the range of opportunities that Zarach can provide.
- Lead on engaging with and coordinating Corporate volunteers.
- Represent Zarach externally to individuals, businesses, community groups and Civil Society infrastructure organisations to promote Zarach as an excellent charity to volunteer for.

### KEY DUTIES AND RESPONSIBILITIES

#### VOLUNTEER RECRUITMENT

- Creating and maintaining up to date role descriptions for each volunteering opportunity through collaboration with other Zarach team members and using sector best practice.
- Lead on delivering a programme of activities, events and engagements that raise awareness of Zarach's work and promote volunteering as an excellent personal and professional development opportunity, and to use their spare time in a worthwhile, community-minded way.
- Lead on the development and implementation of a best practice volunteer recruitment process that supports the right people being identified for the right volunteering opportunities at Zarach. This will involve collaborating with other volunteering organisations.



## VOLUNTEER INDUCTION, TRAINING AND ENGAGEMENT

- Ensure that all volunteers have the required DBS check obtained, and, as appropriate, any required references.
- Develop and implement an over-arching onboarding programme, and associated policies, procedures, and paperwork, for both regular and corporate volunteers, covering topics including Zarach's story and history, volunteering Code of Conduct, and completing required safeguarding training.
- Support Zarach team members in ensuring volunteers complete service-area-specific training, for example, manual handling and lifting or enhanced safeguarding.
- Develop and implement a programme of engagement with volunteers that recognises and values their commitment and impact and seeks their views about continual improvement of the volunteering experience.
- Respond to corporate volunteering enquiries and scheduling these into the Volunteer Rota schedule.

## ADMINISTRATIVE DUTIES

- Be the main point of contact for volunteering enquiries.
- Using IT equipment and associated software.
- Maintaining of accurate and up to date records including:
  - Volunteers' personal details and emergency contact details.
  - Volunteers' training records.
  - Volunteering opportunities completed and associated volunteering hours delivered.
- Managing any budget that is assigned to you.

## GENERAL DUTIES

- To be a champion and ambassador of the mission and values of Zarach in all aspects of work and in all interactions with Zarach stakeholders.
- Attend a monthly (or other agreed frequency) 1-1 meeting and annual appraisal with your line manager, to support you in fulfilling your duties and responsibilities and in your ongoing professional development.
- Attend required meetings (internally and externally) that support the development of Zarach, its team, ways of working and relationships with stakeholders.
- Identify and attend training that will support you in the fulfilling your duties and responsibilities, professional development and in ensuring that Zarach meets legal and best practice standards.
- Follow all Zarach policies and procedures and terms of your contract.
- Undertake any other reasonable duties that supports the fulfilment of the main aims of this post and the ongoing development of Zarach.



# ZARACH PERSON SPECIFICATION

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MARCH 2024

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>		<ul style="list-style-type: none"><li>Award/Certificate in Volunteer Management</li></ul>	Application Form and Documentary evidence
<b>Skills</b>	<ul style="list-style-type: none"><li>Excellent interpersonal skills</li><li>Enjoys meeting new people and able to build positive relationships</li><li>Organised and can prioritise in a busy environment</li><li>Proficient in the use of excel/google sheets</li><li>Good spoken and written communication</li><li>Self motivated and can use initiative</li></ul>		Application Form and interview
<b>Experience</b>	<ul style="list-style-type: none"><li>Experience in an organisation that uses volunteers and understands their importance within an organisation</li><li>Experience in managing a volunteering programme, including recruitment, induction, supervision and ongoing engagement of volunteers.</li><li>Experience in keeping accurate records and scheduling work.</li></ul>	<ul style="list-style-type: none"><li>Working collaboratively with other partner organisations</li></ul>	<ul style="list-style-type: none"><li>Application Form and interview</li></ul>

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>● Open</li> <li>● Respectful</li> <li>● Collaborative</li> <li>● Aspirational</li> <li>● Mission focused</li> <li>● Passion for volunteering</li> <li>● Empathetic to the people we support</li> <li>● Caring, friendly nature</li> </ul>		<ul style="list-style-type: none"> <li>● Application Form and interview</li> </ul>
<p>A basic DBS check will be requested as part of the final stages of recruitment. Please email <a href="mailto:finance@zarach.org">finance@zarach.org</a> if you would like to see our DBS policy.</p>			