**Role Description – Volunteering Manager**

Note: numbers in brackets () – please refer to the separate Guidance Notes.

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| Role title | Volunteering Manager | Grade | 3 | Department | Knowledge |
| Reports to *(1)* | Head of Knowledge | Direct reports *(1)* | 1 |
| Key relationships / interfaces *(1)* | **Internal**:  | All internal departments |
| **External**: | APM Volunteer community – existing and potential – including branches, sigs, board of trustees etc.APM members |
| Role purpose *(2)* | Volunteering is integral to the success of APM as a chartered body; we are keen to increase participation in APM activities by developing a diverse and inclusive volunteering community.The Volunteering Manager is responsible for implementing the APM volunteering strategy aimed at promoting wide participation and a high-quality volunteering experience that adds value to APM and the profession. Critical to the role is the ability to develop and maintain good working relationships with the volunteers whose efforts sustain the networks.  |
| Breadth of responsibility *(3)* | Co-ordinate volunteer activity to support APM’s strategy and deliver key products and services. Recruit, train, retain and recognise volunteers to meet the needs of the association.Develop and work within appropriate volunteer related governance structures. Manage the APM Specific Interest Group network to ensure high quality delivery of activities to committees, volunteers, members and customers. |
| Dimensions and limits of authority *(4)* | Has budget holder responsibility within the delegated authority limits. |
| **Key responsibilities / accountabilities** *(5)* | **Key performance measures** *(6)* |
| Lead, manage, motivate and develop the volunteering across APM to meet objectives identified in APM strategy. | APM maintains its Investing In Volunteering status.Growing participation in volunteering activities.Evidence that recruitment, training and support is available to deliver volunteer services in line with objectives.Volunteers express satisfaction with their volunteering experience with APM. APM’s management of volunteers operates in line with best practice. |
| Support the development and delivery of APM Specific Interest Group plans. | Annual business plans are delivered and approved.Progress is tracked against the plan.Business plans are delivered within agreed budgets |
| Track satisfaction with volunteering activities and explore opportunities to develop and deliver new and enhanced services. | Meet and exceed the objectives in the volunteering strategy.  |
| Build and maintain excellent working relationships with volunteers and in particular SIGs. | Effective running of the Volunteers’ Steering Group and other forumsPositive outcomes from volunteer interactions |
| Act as an advocate of volunteering both within APM and beyond. | Staff recognise the value of volunteering within APM.Volunteers have a positive experience with APM.Volunteering requirements are considered in all relevant projects. |

**Person Specification – Volunteers Manager**

| **Attribute** | **Description** | **Essential / desirable** |
| --- | --- | --- |
| **Qualifications** *(7)* | Educated to degree level or equivalent (business or marketing related preferred) | Desirable |
| **Experience** *(8)* | Building high performing teams and working collaboratively across a wide range of stakeholder groupsWorking with volunteer communitiesProject management and working with suppliers and partnersBudget managementExperience in working in education, training or professional bodies | EssentialDesirableDesirableEssentialDesirable |
| **Knowledge** | Business and financial acumenCommercial awarenessKnowledge of APM and the market that APM operates in. | EssentialEssentialDesirable |
| **Skills** | Good PC skills including Word, Excel, PowerpointComfortable with online collaboration tools and social media.Excellent communication skills, written and verbal with a wide range of stakeholdersAble to interpret and analyse financial and other data, draw conclusions and act upon results | Essential |
| **Behaviour / competency** *(9)* | Able to build and maintain influential relationships and networksAble to lead discussions and negotiate effectively with all stakeholder groups Able to deal effectively with complaints, issues and difficult peopleAble to make decisions promptly, taking responsibility for the outcomesAble to recognise, initiate and manage change projects successfullyHigh level of resilience under pressureConfident self-presentation with high level of customer-orientation. | Essential |