

Sample Job/Role Description for a Volunteer Manager

Volunteers are essential to the services that many organisations deliver, so having a dedicated post with responsibility for the recruitment, support, supervision and training of volunteers is very important. The people responsible for managing volunteers have various titles e.g. Volunteer Co-ordinator, Volunteer Organiser, Volunteer Manager, Team Leader; and can be a paid or unpaid post.

Managing volunteers requires a different approach and additional skills to managing paid staff. This information sheet is designed to provide guidance on the tasks that would make up a **job/role description**. (If the post is voluntary a role description should be drawn up which is more in tune with the voluntary nature of the relationship.)

1. Why have job/role descriptions?

A job/role description is used to:

- Define the place of the job/role in the organisation and clarify for the volunteer managers and others the contribution the job/role will make in achieving the organisations' objectives
- Provide the information required to produce a person specification for recruitment and to inform the applicants about the job/role
- Be the basis of a contract of employment, or volunteer agreement
- Provide a framework for setting objectives for the job/role
- Be the basis for job evaluation or role review, and in the case of paid work for the setting of salaries or grading of job.

2. Getting Started.

The first step in drawing up a job/role description is to analyse the job/role to be done. Job/role analysis involves four main steps:

- i. Identify and list the main tasks involved in the job/role
- ii. Examine the How? Why? When? of the tasks to be done
- iii. Identify the responsibilities of the job/role e.g. managing budgets
- iv. Note the physical, social and financial aspects of the job/role e.g. access to transport, ability to work anti-social hours, expenses.

This gives you the basis for identifying broad areas of responsibility which you can use in the job/role description. Try to make it as **concise, clear and accurate as possible**.

3. Format of a job/role description.

Bearing in mind that job/role descriptions should be concise, you should aim to have around one A4 page in length. They should contain the following information:

- **Name address and contact details of organisation.**

- **Job/Role Title** – this should reflect the nature of the job/role, level of responsibility and approach required. E.G: *Volunteer Organiser, Volunteer Co-ordinator, Volunteer Manager, Volunteer Team Leader*. If you use a term such as “manager” ensure that there is consistency between the Volunteer Manager and other managers in the organisation, especially for paid posts in relation to things like status, grade and salary.

- **Name of person the post holder is responsible to:** - even if the post holder is responsible to the Management Committee it is good practice to have one named person for initial contact.

E.g. the post holder will be responsible to the Chairperson of the Management Committee.

- **Status of the post/grade (if paid) and number of hours to be worked.** Salaries for paid Volunteer Managers' posts vary widely however organisations should ensure that the salary offered accurately reflects the status and responsibilities of the job/role. If your organisation values its volunteers, then the person who manages them is important too and the level of the post should reflect this. Organisations with no paid staff may assign responsibility to a volunteer, sometimes they will be called Team Leader. The number of hours required for the job/role will be determined by the number of volunteers to be managed, the nature of the work they are doing and the procedures to be followed.
- **Overall purpose of the job/role** – this is a short statement summarising the overall responsibilities of the job/role. *For example, the post holder will be responsible for the overall day to day management of volunteers. This includes recruitment and selection, on-going support and supervision of volunteers and development of all aspects of volunteering.* Sometimes it is easier to describe the overall purpose of the job/role after you have completed the section on 'Key areas of work'.
- **Key areas of work:** Take the tasks identified in the job/role analysis and group them into key areas of responsibility, defining each key area in terms of what the job/roleholder is expected to achieve.

So for example in your job/role analysis you might have listed;

- introduce new volunteers to members of staff,
- introduce new volunteers to the management committee,
- inform volunteers about the policies and procedures of the organisation which apply to them
- inform volunteers of our volunteer policy and procedures,

These tasks can be grouped under the heading of '**Induction**'. For the purpose of the job/role description this can be expressed as "**Development and delivery of an induction programme for volunteers.**"

The list below covers some of the general duties that may be associated with managing volunteers:-

- **The establishment of policies and procedures for the effective management of volunteers**
- **The recruitment and selection of volunteers**
- **Development and delivery of an induction programme for volunteers**
- **Development and delivery of the necessary training for volunteers**
- **Day to day management for example drawing up rotas, processing expenses forms etc**
- **Ongoing support and supervision of volunteers**
- **Development and marketing of new volunteering opportunities as appropriate**
- **The strategic planning, development and promotion of the organisation's volunteer programme**
- **The establishment of links with key Agencies in the field of volunteering e.g. Volunteer Now or local Volunteer Centres**
- **The monitoring and evaluation of volunteer's activities and volunteer management systems**
- **Developing and promoting the value of volunteering in the rest of the organisation**
- **Managing relationships between volunteers and the rest of the organisation.**

Each organisation will have different expectations from their volunteer manager and it will also depend on the structure in the organisation and if this person is paid/unpaid. For example, if the postholder will be expected to contribute to the overall management of the organisation then this should be clearly outlined.

The responsibilities of volunteer managers are defined in National Occupational Standards for Managing Volunteers which were developed in 2010. While there has been no recent work completed on the standards they provide a framework for clarifying which duties will be carried out by the volunteer manager and the personal skills, knowledge and understanding which will be required to perform effectively in the role. Full text of the Standards can be downloaded from.

<https://www.volunteernow.co.uk/app/uploads/2019/01/nos-volunteer-managers-pocket-booklet-aw3.pdf>

Disclaimer

Reasonable precautions have been taken to ensure information in this publication is accurate. However, it is not intended to be legally comprehensive; it is designed to provide guidance in good faith without accepting liability. If relevant, we therefore recommend you take appropriate professional advice before taking any action on the matters covered herein.

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Charity Registration No. NIC101309**



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Reviewed January 2019
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