



## Greener and Cleaner – Volunteer Manager

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### ROLE OVERVIEW

<b>JOB TITLE:</b>	Volunteer Manager
<b>CLOSING DATE:</b>	3 <sup>rd</sup> April 2023
<b>BASIS:</b>	6 months, part-time
<b>LOCATION:</b>	Community Hub, The Glades, Bromley, BR1 1DN and limited working from home
<b>REPORTING TO:</b>	Sustainability Hub Manager
<b>RESPONSIBLE FOR:</b>	Recruitment of and support to Volunteers
<b>HOURS:</b>	<p>Part time -18.5hr/week, which will include a full day on Saturday and occasional evening work when running events.</p> <p>We are open to a flexible work pattern and some home working but the post holder will need to spend the majority of the role’s time onsite when the hub is open.</p> <p>This role is one of three core roles who between them are a constant presence during Hub opening hours. A 4<sup>th</sup> role is planned later in the year.</p>
<b>SALARY</b>	£23,500 0.5FTE, 6 months fixed term (pro-rata salary £11,750)

## **ABOUT THE CHARITY:**

Greener and Cleaner (G&C) grew out of the community. It was started in 2019 by a group of passionate and ambitious local residents in Bromley to activate local people in response to the environmental challenges our planet faces.

We are a truly grassroots organisation, having been initiated, and mostly run, by volunteers to date, with events and activities co-produced with our wider community. We are committed to working in collaboration, growing together, improving our neighbourhood and lowering impact.

In 2021 we achieved charity status and have now grown to over 7,000 members and around 90 volunteers who regularly give up their time to teach, help and deliver impactful activities.

We value working in partnership and recognise and celebrate participation of our team, volunteers and communities. We respect people and value diversity and work to create inclusive, non-judgemental spaces that are vibrant and regenerative places to work and volunteer; ensuring a positive work life balance and a joyful and optimistic team culture.

### **Current delivery programme**

Greener and Cleaner aims to enable, encourage, exemplify and engage residents on climate change and sustainable living and runs activities across this spectrum. We have opened The Greener and Cleaner Hub in The Glades shopping centre in Bromley, which is located in a prime part of the shopping centre close to HMV and McDonalds. The space is open 5 days/week (closed Tues and Wed) and is manned by both paid staff and volunteers. It houses a Library of Things; provides advice to the public on all aspects of sustainability-focused behaviour change and hosts at least two free public workshops a week- these range from sewing skills to energy saving advice to building resilience to addressing eco-anxiety.

We also run a youth and schools outreach programme, we have hosted an annual schools eco-networking event since 2019, and are running a sustainable fashion programme with schools across the borough. We champion residents to use their voices to encourage change and ran the borough's first environmental hustings in 2019. We have recently taken over a Community Allotment space.

In addition, the funding that the charity has received from BEIS allows us to document our activities and story and actively support other groups trying to set up similar projects across the country.

## **ABOUT THE ROLE**

Greener and Cleaner (G&C) are looking for our first Volunteer Coordinator for the charity, who will report to the Sustainability Hub Manager. This role will further develop the systems for the effective management and support of the organisation's volunteers. The role will be responsible for recruitment, induction and onboarding, training and development of our volunteers, as well as the continuous improvement of the Volunteer Programme to ensure we are actively encouraging and enabling all sections of the community to volunteer.

The role will be integral in ensuring that we are able to attract and retain committed volunteers, and that we are able to ensure that those that give their time to us are benefitting as much as possible from their experiences. We will seek funding for the role to continue beyond the 6 months initial contract.

Areas of focus of the role over the next six months will be on:

### **Volunteer Programme delivery and Strategy development-**

- Review existing programme and introduce clear systems to ensure sufficient volunteers are present at the Hub and other activities each day;
- Ensure volunteers are onboarded, inducted and trained effectively and that they can respond to the needs of the public and the organisation.
- Create/ Commission effective training programmes to ensure volunteers' skills are developed.
- Input to funding applications to ensure that the Volunteer Programme is effective
- Produce a clear Volunteer Strategy for the organisation.

### **Volunteer and community management:**

- Lead and directly managing our team of volunteers;
- Help develop the culture and team amongst the volunteers and staff to make Greener and Cleaner an inclusive, vibrant and regenerative place to volunteer
- Develop and carry out Personal Development Plans with each new volunteer to ensure we are supporting them in the best way for them.
- Be a source of support and mentorship for the volunteers.
- Develop partnerships with other local organisations from whom our volunteers might be able to enhance their skills.

### **Communications and events:**

- Work with the Communications Manager to promote the volunteer programme and help attract new volunteers.
- Set-up a series of regular events to celebrate volunteers, increase skills and attract potential new volunteers to the programme.

### **Volunteer recruitment and diversifying volunteer base-**

- Develop and implement a volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs of the Charity. Develop initiatives, relationships and partnerships with the wider community to help diversify our volunteer base to ensure they are representative of the Bromley and surrounding Boroughs in age, education and ethnic background.

### **Contribution to wider organisation development:**

- Ensure volunteers' ideas are considered in the development of wider programmes/organisation strategy
- Ensure that volunteer's skills and background are used to best effect.

### **Development of corporate volunteering offer:**

- Work with the Head of Finances and Resources to develop a strategy to host ad-hoc corporate groups of volunteers and short term volunteering schemes in a way that will support the organisation practically and financially.

## **WHO WE ARE LOOKING FOR:**

We are looking for someone dynamic and engaging, with excellent communication and people management skills, who has had experience running volunteer or human resources programmes with a diverse group of participants. This could have been within a corporate context or for a small charity or a substantial delivery programme. Someone who enjoys leading and managing people and introducing processes to help drive a positive working culture and developing and growing people; who understands and has taken responsibility for management of people's time.

You will be extremely organised and reliable, a steady pair of hands, excited to work with a new organisation, able to develop and introduce policies and procedures and always seeking ways to enhance the operational service of the Volunteer Programme. You will be happy to work relatively autonomously.

## **NEXT STEPS & HOW TO APPLY**

If you think you might be interested and meet most of our requirements, please send the following:

- A CV;
- A covering letter (of no more than 2 sides A4 explaining how you meet the requirements of the role);

Please send the above to [jobs@greenerandcleaner.co.uk](mailto:jobs@greenerandcleaner.co.uk) by the deadline of 3<sup>rd</sup> April 2023.

If you would like an informal chat first about the role please drop us a line at the same email address and we will arrange this.

If this way of recruitment does not work for you for health reasons please get in touch to discuss alternatives.

#### **RECRUITMENT TIMETABLE**

- Deadline for applications 3<sup>rd</sup> April
- Interviews to take place on 5<sup>th</sup> and 6<sup>th</sup> April – *if you are unable to attend on these dates please advise at the time of applying*
- We would like the successful candidate to start as soon as possible after this date

#### **EQUALITY & DIVERSITY**

Greener and Cleaner is committed to promoting inclusion and diversity. The Greener and Cleaner Hub is in a shopping centre with step-free access. We welcome and encourage applications from all sections of the community.

*Please note: The successful candidate will be subject to a reference and enhanced DBS check, in line with Greener and Cleaner's Safer Recruitment policy.*

#### **JOB DESCRIPTION: VOLUNTEER MANAGER**

<b>JOB TITLE:</b>	Volunteer Manager
<b>CLOSING DATE:</b>	3 <sup>rd</sup> April 2023
<b>BASIS:</b>	6 months part-time
<b>LOCATION:</b>	Community Hub, The Glades, Bromley, BR1 1DN and limited working from home
<b>REPORTING TO:</b>	Sustainability Hub Manager
<b>RESPONSIBLE FOR:</b>	Recruitment of and support to Volunteers
<b>HOURS:</b>	Part time -18.5hr/week, which includes a full day on Saturday and occasional evening work when running events. We are open to a flexible work pattern and some home working but the post holder will need to spend the majority of the role's time onsite when the hub is open.

	This role is one of three core roles who between them are a constant presence during Hub opening hours. A 4 <sup>th</sup> role is planned later in the year.
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#### **MAIN TASKS:**

- Develop, maintain and take responsibility for the organisation’s volunteer strategy.
- As the organisational lead for volunteering, assume responsibility for all volunteer administrative processes, e.g., induction, recruitment, communication, acknowledgement/recognition, budget management and training, supported by other members of the team
- Ensure the organisation continues to be supported by a skilled volunteer base and that volunteer requirements across the charity are met, in particular in manning the Hub in the Glades, providing guidance and support as necessary
- Support colleagues to oversee the day-to-day management of volunteers, e.g., by providing training opportunities, assisting with recruitment and retention
- Establish a quarterly Volunteer Forum and other celebration events, co-ordinating senior management involvement, communications and ensuring regular attendance by volunteers from across the organisation.
- Ensure volunteering best practice is followed and maintained.

#### **KEY DUTIES AND RESPONSIBILITIES**

- Volunteer strategy
  - Develop and implement a volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs of the Charity.
  - Contribute to the design and writing of funding applications, as relevant, where volunteer development, support or diversification is part of the bid.
- Community culture
  - Lead and directly managing our team of volunteers; helping develop the culture and team amongst the volunteers and staff to make Greener and Cleaner an inclusive, vibrant and regenerative place to work and volunteer; ensuring a positive working culture is developed.
  - Set-up a series of regular events to celebrate volunteers, increase skills and attract potential new volunteers to the programme.
  - Ensure volunteers’ ideas are considered in the development of wider programmes/organisation strategy; that volunteers’ skills and background are used to best effect.

- Volunteer skills and onward journeys
  - Develop and carry out Personal Development Plans with each new volunteer to ensure we are supporting them in the best way for them.
  - Be a source of support and mentorship for the volunteers.
  - Develop partnerships with other local organisations from whom our volunteers might be able to enhance their skills.
  
- Volunteer recruitment
  - Develop and implement a volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs of Greener and Cleaner are met in a timely manner.
  - Recruit, build and maintain relationships with a wide range of local volunteer sources, ensuring regular engagement leading to long term partnerships.
  - Develop initiatives, relationships and partnerships with the wider community to help diversify our volunteer base to ensure they are representative of the Bromley and Lewisham communities in age, , education and ethnic background.
  
- Volunteer engagement and communication strategies
  - Develop and deliver an engagement programme that ensures all volunteers have a rewarding experience, whilst effectively contributing to Greener and Cleaner’s overall development
  - Promote volunteering, internally and externally and ensure that the impact of volunteers is celebrated.
  - Develop and deliver the volunteer induction programme to maximise the engagement and contribution of each volunteer.
  - Develop and deliver volunteer training, which ensures all volunteers are able to meet their potential and complete their volunteer roles effectively.
  
- Policies and procedures
  - Review existing programme and introduce clear systems to ensure sufficient volunteers are present at the Hub each day; that they are onboarded, inducted and trained effectively and that they can respond to the needs of the public and the organisation.
  - Design and implement volunteer management policies and procedures
  
- Making Greener and Cleaner a destination for volunteering
  - Enhance the experience of volunteering so that volunteers enjoy what they do and can feel proud of their contribution and become ambassadors.
  - Liaise with the Marketing & Volunteering Teams to promote and publicise case studies and examples of volunteer success stories.
  - Measure and evaluate the volunteer experience and establish annual benchmarks, including volunteer satisfaction, conversion, retention, training, etc.
  
- Corporate volunteering

- Work with the Head of Finances and Resources to develop a strategy to host ad-hoc corporate groups of volunteers and short term volunteering schemes in a way that will support the organisation practically and financially.

### **Team contribution**

- As a small organisation, it is important that all staff are able to work effectively as a team and provide mutual support. Therefore, the post holder may be called upon to assist in other aspects of the team and organisation's activities. In particular this role is one of three core roles manning our Hub space and therefore there will be times each week when being available to support the public with queries will be core to the role.
- This job description is not exhaustive and is liable to review following discussions with the post holder. The post holder will be expected to undertake any other reasonable duties as necessary for the delivery of the role.
- Support and comply with G&C's guidance on branding, tone of voice and key messages, positively contributing towards raising G&C's profile.
- All employees have a duty under the Health & Safety at Work Act to ensure that their working environment is free of hazards that may prove injurious to themselves, their colleagues, and all those engaged in the charity's activities.



## Person specification: Volunteer Manager

Specification	Essential	Desirable
<b>Qualifications/Knowledge</b>		
Knowledge of the needs and experiences of volunteers/staff from a diverse range of backgrounds.		X
Knowledge of volunteer management good practice		X
Knowledge of human resources and people management, including legal compliance and provision, staff benefits and retention, safeguarding, recruitment, training and inclusion.		X

<b>Skills</b>		
Able to establish and maintain appropriate systems for the management and accurate recording of volunteer programmes.	X	
Strong communication and interpersonal skills, with the ability to deal with people at all levels	X	
Confident leadership style which adapts to part time and volunteer staff needs	X	
Effective time management, ability to work under pressure and meet deadlines	X	
Numerate and confident planning and operating charity management budgets		X
IT literate and used to overseeing the development of computer based solutions		X
Flexibility – able to adapt to changing circumstances	X	
Enthusiastic and self-motivated with excellent team-working skills.	X	
Strong presentation skills to promote Greener & Cleaner as a destination for volunteering.		X

<b>Experience</b>		
Developing and delivering successful recruitment, training and engagement programmes.		X
Building relationships with external organisations and associations to create and promote long-term partnerships		X

Managing projects and associated budgets.		X
Monitoring and evaluation of volunteer/staff programmes and reporting on programme metrics		X
Experience of working with adults with additional support needs		X
Experience of delivering effective marketing and communications campaigns		X
Experience of using volunteer management systems		X

<b>Attributes</b>		
Interest in local and global environmental issues	X	
An understanding of, and enthusiasm for, Greener and Cleaner's mission and strategy.	X	
An empathy with volunteers and an understanding of their needs.	X	
Flexible and non-judgemental approach to people and work.	X	
A commitment to equal opportunities and safeguarding.	X	