

Volunteer Services Manager

June 2021

Sported
Job Information Pack



Note from our CEO

Thank you for expressing an interest in this important and exciting role.

It has never been a harder time to be a young person growing up in the UK. One in four children live in poverty; recorded knife crime has more than doubled in the past 5 years, 80% of young people note their mental health has worsened in recent months and youth unemployment is at an all-time high. With youth provision reduced by over 40% since 2015, an already challenging future has been exacerbated by Covid-19 which has disproportionately affected the most disadvantaged and widened inequalities.

Amidst the gloom, thousands of community sports groups operate, not to create the next sporting superstar but to remove barriers from young people's lives to allow them to thrive against the odds. We are the UK's largest network of community sports groups and we exist to provide our groups with the skills and funding needed so they can become sustainable and deliver their services to those most in need.

If successful, you'll be joining a remarkable Sported team of 40 people with backgrounds and specialisms ranging from social/youth work and business development to sport development and econometrics. The delivery team are local to their members and reside across the UK. We also have a central office in Borough, London.

Even more capacity is provided by our skilled, knowledgeable and passionate volunteers, who now number more than 300, and who work with the leaders of our member groups – most of them also volunteers – to build the effectiveness and sustainability of their organisations, so that they can do what they do best: positively influence and change the lives of young people.

For more information about Sported; our services and our impact, please see www.sported.org.uk

Whether or not you apply for this role, and whether you are successful or not, I'm grateful to you for considering bringing your skills and energy to Sported and our wonderful members.

Yours faithfully,



Nicola Walker
Sported CEO



Spoted staff benefits

Volunteer Days – **two additional days of paid leave each year to volunteer** for another charity or indeed our Spoted members

Personal growth is a key component to the success of our organisation, at Spoted we invest in learning and development opportunities

Up to **five days paid study leave** for self-funded education / training

At Spoted, the wellbeing of our staff is paramount, we are proud to offer benefits to promote a happy and healthy team

Flexible working arrangements, including working from home and flexibility around caring responsibilities

A confidential counselling service is available to all employees free of charge

Annual leave entitlement of 25 days, in addition to public holidays (pro-rata for part-time colleagues)

Access to a **Pension Scheme** to give you peace of mind

Virtual **Diversity & Inclusion 'Open Space'** every fortnight where the team support each other and educate on issues such as racism

A Spoted **'Culture Club'** made up of six members of staff, who come together to discuss Spoted staff culture, issues and promote innovation

Cycle to Work Scheme available to support our commitment to promoting healthy living

Discounted offer for a **12-month Tastecard+ membership** for £29.99 (RRP £79.99), giving you access to an array of discounts across food, shopping and entertainment.

Daily Exercise is actively encouraged at Spoted, including 'run club' and other activities for those based in local teams.

'Learning Lunch', a timetable of **in-house virtual training sessions** where staff learn from each other on a variety of subjects related to our work



Our 'Live by' Values

Demonstrate
integrity

We **lead** by example

We are honest, open and
trustworthy

We are **diligent** and
committed

We are willing to **challenge**
and be challenged

Commit to
inclusion

We are positive, **supportive**,
and approachable

We **value** an inclusive
culture

We demonstrate respect
and **equality** for all

Be
people
led

We are led by the **needs**
of our network and
volunteers

We invite feedback and
respond quickly

We **collaborate** and
support our colleagues

Drive
change

We are **innovative** and
make things happen

We strive for **continuous**
improvement professionally
and personally

We make a significant
impact to communities and
young people

Role overview and responsibilities

Role overview

This is an **exciting time** to join Sported as our Volunteer Services Manager, you'd be part of an organisation delivering **vital services for community groups and young people** – knowing that our support is a **genuine lifeline** for small grassroots groups and the young people they support.

As Volunteer Services Manager, you will **lead on the development and delivery of our volunteer programme** ensuring we are fulfilling the needs of our members and meeting the expectations of our volunteers. You will **possess ideas, ambition and leadership qualities** to make the most of the Sported volunteer programme and **build collaborative approaches**.

You will drive **impactful change** within the Sported volunteer model ensuring a **consistent high quality and targeted service** is delivered to members, whilst appropriately utilising our **skilled and diverse volunteers**.

You will be joining a **diverse team of exceptional people** from across the UK, all with an **enviable purpose and drive** to deliver the **best service to our network of groups, volunteers and partners**.

Job title:	Volunteer Services Manager
Reporting into:	Head of Network Services
Hours:	37.5 hours (Full-time)
Contract:	Permanent
Salary:	£36,000 – £40,000
Location:	London (Borough) or Flexible location
Annual Leave:	25 days in addition to statutory bank holidays

Internal relationships:

- Head of Network Services
- Volunteer Services Coordinator
- Services and Benefits Manager
- Insight Officer
- UK Field Team

External relationships:

- Sported volunteers
- Sported partner agencies
- Sported members
- Corporate partners running volunteering programmes

Role responsibilities

Volunteer Strategy

- Work with the Head of Network Services to **develop and update our volunteering strategy** and programme, ensuring direct contribution to Sported's 4 year strategy
- Develop **timescales** and clear plan for the roll out of new or updated elements of the programme and **connect with the Field Team to ensure buy in and collaboration**
- **Develop processes** associated with Sported's volunteering model, ensuring they are simplified and the team are clear on their responsibilities
- **Liaise with the Fundraising team** to establish a profitable **corporate volunteering model** and **development of projects** involving volunteer support

Volunteer engagement, utilisation, reward & recognition

- **Protect** and **enhance Sported's exceptional volunteering credibility** and reputation for offering an exceptional volunteering experience
- **Review the principles for engaging with volunteers** and work with the team to embed and ensure **consistent engagement** is achieved
- **Review volunteer utilisation** and identify areas for improvement and support
- Track our **volunteer skills**, linking this to recruitment plans so we fill gaps appropriately
- Actively **manage volunteer diversity**, ensuring recruitment and management is inclusive and aim to exceed targets
- Develop and manage a **reward and recognition plan** and arrange and deliver the 'Vanessa Brown Volunteering Awards'
- **Support the Field Team delivery of long-term volunteer support** to members, working with the National Managers to review the spread of placements
- **Successfully embed** our **new volunteer process**
- **Support** the **Volunteer Services Coordinator** with all other areas of volunteer support delivery
- Play a **key role** in **planning and delivery of webinars**, ensuring we utilise volunteers effectively

Role responsibilities

Training, development and policies

- **Develop & update volunteer training** for new and existing roles, ensuring **quality and consistency across the UK**.
- Develop **refresher training for all volunteers**, including areas such as **safeguarding** and implement a roll out plan
- Liaise with the Head of Delivery and Development to keep all **volunteer policies and procedures updated**
- Identify **documents needed** to **support the delivery of changes to the volunteer model** e.g. volunteer briefs, support agreements

Consultation and the volunteer voice

- Establish regular opportunities to **gather feedback** from our volunteer team to **impact the delivery model**
- Establish a **Volunteer panel**
- Work with the Head of Network Services to establish a **Volunteer member of the Sported Board**
- Work with the Marketing Coordinator and Volunteer Services Coordinator to further **develop our communications plan for Volunteers**

Data, digital and insight

- **Own all volunteering KPIs**, ensuring required data is recorded
- Use **data to assess performance and influence changes** to delivery, making a positive difference. Ensure we are measuring the correct metrics
- **Support scoping and design** of a **new CRM** ensuring the needs of volunteers and our volunteering programme are supported
- Work with the Insight Officer **to gather, present and debate learnings/outcomes from member support**, monitoring and volunteer feedback
- Work with the Marketing Coordinator to **reframe our language, our volunteer offer and recruitment** to achieve our targets around diversity

People and partnerships

- Provide **effective line management** and development guidance to the Volunteer Services Coordinator
- Identify and **build relationships with national and regional volunteering organisations and agencies**, aiming to increase awareness of the Sport for Development sector and optimising Sported activity through partnership working

Person specification

Knowledge and experience

Essential knowledge & experience:

- **Minimum of 3 years** working in the volunteer and community sector
- Experience of a **developing and managing a successful volunteer programme**
- Experience of developing **training workshops**
- Experience of **writing and delivering** a volunteering **strategy**
- Experience of **line management**
- Knowledge of **appropriate policies and procedures** required for a volunteer programme
- Knowledge of **evaluation of a volunteer programme**
- **Credibility and gravitas** when talking to our skilled volunteers

Desirable experience:

- Experience of **developing effective strategic partnerships**
- An **understanding of all elements of organisational management in the third sector**, including governance, business planning, financial management, policies and procedures, monitoring and evaluation.
- **Experience of volunteer programmes** based on sharing professional skills and experience
- Experience of **direct volunteer management**

Skills and attributes

Essential skills & attributes:

- **Can do attitude**– an ability to manage and prioritise own workload
- Strong **communication skills**
- **Numerate** and happy to use data to make decisions
- **Competent IT** skills
- Good **networking skills**
- **Proactive and confident** in using **own initiative**

Personal qualities:

- Committed to **Sported's aims and objectives**
- **Passion** for delivering **high quality work** and results
- **Passionate about volunteering**



Recruitment timetable

Closing date for applications:	Monday 28 th June at 9am
Notify successful applicants:	Thursday 1 st July
Interviews:	Thursday 8 th July
Role commences:	ASAP

To apply for this role please complete the application form and send it to recruitment@sported.org.uk

Please note: Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by 6th July, you have not been successful for interview.

If you have any questions about the role please contact Kathryn King, Head of Network Services
k.king@sported.org.uk