



Job Description: Volunteer Development Officer

Responsible to: General Manager

Responsible for: N/A

Location: Tynecastle Stadium, Gorgie Road, Edinburgh, EH11 2NL

Hours: 37.5 hours per week, Monday to Friday (some evening and weekend working will be required)

Starting salary: £22,500

Other terms: 3% pension contribution starting 3 months after start date. 28 days annual leave plus 4 days public holidays.

Organisation Profile:

Big Hearts is the official charity partner of Heart of Midlothian Football Club. We are dedicated to working with families in need across Edinburgh, with a priority focus on our local community.

We work closely with local and specialist partners to identify areas of need, understand where we can best add value and to ensure any activities we develop/support are targeted and delivered effectively within the community.

Over the past 12 months we have developed a strong programme of support for two key target groups - kinship care families and people living with dementia. Our kinship care programme currently supports around 40 kinship care families through a weekly support club held at Tynecastle Stadium. Our Football Memories project runs twice a month, helping local people living with dementia through football reminiscence activities.

In addition to these delivery programmes, earlier this year we launched our 'Big Hearts Supporter Movement' – an innovative new initiative which aims to create stronger and more valuable connections with fans of the club who want to get hands on involved in making a difference in their community. We now have over 1,000 fans signed up as 'Big Hearts Supporters' and over 40% have expressed an interest in volunteering. We have been working with Volunteer Scotland to shape our development work in this area and are set to launch our new Volunteer Programme in early June 2016.

More information on our work at www.bighearts.org.uk

Purpose of Role:

The aim of this role is to coordinate, manage and develop the Big Hearts Volunteer Programme.

A varied and busy role, you will have experience in working on a number of projects simultaneously and the ability to work under pressure.

This is the perfect role for someone with experience within volunteer development who has the ambition to build a successful and varied career in the charity/football sector.

Key responsibilities

- Contribute to the development of the Big Hearts Volunteer Programme strategy.
- Maintain and develop structures, systems and procedures to support volunteering.
- Promote the challenges and benefits of volunteering within the Hearts FC family.
- Promote volunteering to potential and actual volunteers.
- Manage the recruitment and placement of volunteers.
- Manage the induction of volunteers.
- Plan, organise and monitor internal and external volunteering activities.
- Lead, manage and motivate volunteers.

- Support the development of volunteers knowledge, skills and competence.
- Provide support to help volunteers develop.
- Maintain records of all volunteering participation and outcomes.
- Help address problems affecting volunteers.
- Manage and continuously develop the resources for managing volunteers.
- Manage and continuously develop your own and others capacity for managing volunteers.
- Develop productive working relationships with volunteers and other Stakeholders.
- Develop and maintain partnership working to support the Big Hearts Volunteering Programme.
- Identify, assess and control health and safety risks.
- Promote your organisation and its services to stakeholders.
- Manage projects involving volunteers and stakeholders.
- Be involved in the helping to obtain funds for the development of the organisation.
- Manage an expenditure budget for volunteering activities.
- Organise internal and external events involving volunteers.
- Ensure Disclosure Checking best practice.
- Lead and participate in meetings involving volunteers.
- Manage information for internal and external volunteering activities.
- Report to Big Hearts Board of Directors about volunteering activities.

Personal qualities

- The ability to compete with multiple demands.
- Constantly seek to improve your own and teams performance.
- Generate and recognise imaginative solutions and try out new ways of working.
- Present information clearly, concisely, accurately and in ways that promote understanding.
- Use a range of communication styles and techniques to help maintain people's interests.
- Show empathy with others needs, feelings and motivations and take an active interest in their concerns.
- Show respect for the views and actions of others.
- Encourage and support others to make the best use of their abilities.
- Give feedback to others to help them improve their performance.
- Recognise the achievements and the success of others.
- Identify sources of information to meet current and future requirements.
- Make appropriate information and knowledge available promptly to those who have a right to it.
- Seek to understand people's needs and motivations.
- Create a sense of common purpose
- Inspire others, championing work to achieve common goals.
- Identify and work with people and organisations who can provide support for your own work
- Work to develop an atmosphere of professionalism and mutual support

Experience

- A degree level qualification or equivalent experience.
- Experience of working with volunteers.
- An understanding of the Third Sector, especially within the Edinburgh area.

Interested candidates should send a CV and covering letter explaining how you meet the role profile to Caryn Kerr, General Manager – caryn.kerr@bighearts.org.uk.

Closing date: 5pm on Thursday 2nd June

Interviews: Wednesday 15th June