

Big Hearts Community Trust



Job Description - Volunteer Development Officer

Location - Tynecastle Park, Edinburgh (EH11 2NL)

Salary - £21,000

37.5 hours a week, Monday to Friday with some weekend and evening work required. This is a full time role but flexible working options will be considered. 32 days annual leave. Ideal start date 6th January 2020. Fixed term to end of December 2020.

Organisation Profile

Big Hearts Community Trust is the official charity of Heart of Midlothian Football Club. Based in Gorgie, Edinburgh, our main commitment to 2021 is to improve outcomes for individuals and families at risk of social isolation across Edinburgh. We work across five key areas: Kinship Care, Older People, Multicultural Community, Families in Need and Mental Health. We use the power of football to change lives.

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.

Our volunteer programme was established in 2016 and has grown into a key area of work for Big Hearts. Volunteers support the delivery of our programmes across our five key areas of work, and across a number of varied and flexible roles managed by Big Hearts or partner charities. The Volunteer Development Officer will be responsible for this project, ensuring volunteers are contributing to our organisational aims. Our ambition is to sustain the level of growth we've seen over the past three years and continue to add value to the project where we can. The Volunteer Development Officer will recruit, develop, train, support, reward and recognise the achievements of volunteers.

More information can be found at bighearts.org.uk

Purpose of Role:

The aim of this role is to coordinate 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 football charity sector.

Key Responsibilities:

- Contribute to the development of the Big Hearts Volunteer strategy.
- Maintain and develop structures, systems and procedures to support volunteering.
- Promote the benefits of volunteering to the Heart of Midlothian fan base.
- Promote volunteering roles to potential and existing volunteers.
- Manage the recruitment, training and induction of volunteers.
- Plan, organise and monitor internal and external volunteering activities.
- Lead, manage, motivate and recognise the achievements of all volunteers.
- Support the development of volunteers knowledge, skills and competence.
- Be the main point of contact for all Big Hearts volunteers.
- Help address problems affecting volunteers.
- Manage and continuously develop the resources for managing volunteers.
- Develop productive working relationships with volunteers and other stakeholders.
- Develop and maintain partnership working to support Big Hearts Volunteering.
- Identify, assess and control health and safety risks.
- Promote your organisation and its services to stakeholders.
- Be involved in helping to obtain funds for the development of the organisation.
- Manage volunteer expenses for travel and sustenance.
- Ensure Disclosure Scotland best practice is followed.
- Lead and participate in meetings involving volunteers.
- Maintain Investing in Volunteers accreditation.
- Report to the Operations Manager about volunteering activities.
- Contribute to other areas of Big Hearts' work when required.

Key Internal Relationships

- Work with the Operations Manager to continuously develop and improve our volunteer programme.
- Work with the Communications and Fundraising Officer to develop engaging content for volunteer recruitment, recognition and awareness (e.g. Volunteers' Week).
- Work with the Projects Officer to ensure volunteers contribute effectively and appropriately to projects where they are required.
- Work with the Fundraising Manager to ensure reports and feedback to funders are of a high quality and delivered on time.
- Work with the Events Administrator to design and deliver a series of volunteer recognition & social events.

Personal Qualities Required:

- The ability to work with multiple demands.
- 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 the needs of others, their feelings and motivations, and take an active interest in their concerns.
- Show respect for the views and actions of others.
- 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.
- Seek to understand people's needs and motivations.
- Inspire others, championing work to achieve common goals.
- Work to develop an atmosphere of professionalism and mutual support

Experience Required:

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

To Apply:

Please email your CV & cover letter to recruitment@bighearts.org.uk, detailing how your skills and experiences make you a good fit for this role.

The deadline for applications is 12noon on Monday 18th November. Shortlisted candidates will then receive an invitation to attend an interview.

Interviews will be held at Tynecastle Park on Wednesday 27th November 2019.

If you have any questions about the role, or the recruitment process please email recruitment@bighearts.org.uk and we will help.