



JOB DESCRIPTION

Job title: Volunteer Support Manager (VSM) **Maternity Cover (1 year)**

Location: Our Special Friends (OSF) Head Office – Bury St Edmunds

Hours: Full Time (37.5 hours a week)

Responsible to: CEO

THE CHARITY

Our Special Friends (OSF) helps people benefit from the companionship of animals and supports them through difficult times. We provide practical advice and emotional support to individuals who are struggling to care for their pet, or who are missing the comfort of animal companionship. By coordinating community support, we enable people to enjoy the bond with animals without added worry

JOB PURPOSE

To oversee the recruitment, training and support of volunteers undertaking a variety of roles within Our Special Friends. To oversee all administrative support to ensure all documentation, policies and records relating to volunteering are current. To work alongside the Service Delivery Team to facilitate client matches and support cases.

MAIN DUTIES AND RESPONSIBILITIES

- Lead the recruitment of volunteers, aligned with areas of need identified by the team
- Overseeing staff and volunteers working on the volunteer support and management
- Build relationships with our volunteer community and support them to engage in their roles
- Review and develop protocols and policies relating to volunteering
- Develop and deliver training to volunteers, identifying opportunities for learning. Source external training opportunities where appropriate
- Monitor volunteer feedback and address any concerns
- Provide ongoing support and implement strategies for volunteer retention
- Encourage and coordinate volunteer presence at events
- Ensure all administrative processes, policies, and records for managing volunteers are maintained accurately and efficiently
- Represent OSF by networking with volunteer forums and partner organisations
- Input and manage relevant data on the OSF IT database
- Work closely with the CEO and other team members to ensure OSF operations run smoothly, and volunteers are matched appropriately to activities
- Champion the values of OSF and undertake additional duties as required, in line with the role
- Provide monthly reports on key volunteer metrics and updates for Trustee Meetings, and statistics for other reports required for fundraising

PERSON SPECIFICATION

Criteria	Description	Essential or Desirable
Experience	<ul style="list-style-type: none"> Management of staff and/or volunteers Working in the charity sector and/or a grassroots organisation Delivering support to the public, particularly people experiencing vulnerability Developing and delivering training opportunities Networking 	E D D D D
Skills	<ul style="list-style-type: none"> Ability to build rapport quickly and maintain effective working relationships Strong written and verbal communication skills Proficient IT skills, including Microsoft Office and database management Excellent organisational skills with the ability to prioritise workload Confidentiality and discretion Ability to develop professional and productive relationships with a range of stakeholders, including members of the public, staff, volunteers and partner organisations Strong interpersonal skills and emotional intelligence Ability to work independently as well as part of a team Commitment to diversity, equity, and inclusion Clear boundaries with working relationships and to help others set their own Experience using social media and other online platforms 	E E E E E E E E E E E D
Knowledge	<ul style="list-style-type: none"> Team management and recruitment practices Ability to record, evaluate, and analyse information for reporting 	E E
Qualifications	<ul style="list-style-type: none"> Educated to senior school or degree level 	D

This role profile reflects the responsibilities required at present. It is not intended as a comprehensive list of duties and may be reasonably varied by OSF management to include tasks within the same level of responsibility and scope.

Benefits:

- 25 days holiday plus public holidays
- 3% employer pension contribution
- Dog friendly office
- Relaxed dress code
- Employee assistance