Job Description

Section 1 - Job Details

Job title	Volunteer Engagement and Communications Manager
Directorate area	Services and Support, Volunteer and Community Networks
Department/Team (if applicable)	Volunteer Engagement and Communications Team
Reports to	Head of Volunteering and Community Networks
Direct reports	3-4
Job Location	Office-based with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

To lead the Volunteer Engagement and Communications team, ensuring that we have a high quality programme of engagement, communication, learning and development across our volunteer body. Using all appropriate channels, develop a two-way dialogue, ensuring volunteer voice is heard, and that our volunteers understand our work, their roles, and have the skills and knowledge they need to succeed.

To ensure that our communication with volunteers is coordinated, and that the volume, content and tone of communication is appropriate to volunteer and organisational needs.

To lead the development of learning solutions, tools and resources to help volunteers undertake their role/s. Through clear communications and support, ensure that volunteers understand and implement changes to policies or systems, and that change is clearly and appropriately communicated.

To manage the day to day operational work of the Volunteer Engagement and Communications team.

As a key member of the Services and Support management team, to contribute to the leadership, planning and policy formulation of the department as a whole.

As a member of the management community to influence and implement our direction of travel to meet our organisational objectives.

Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Accountability
1	Leading the Volunteer Engagement and Communications team, ensuring that staff have clear work plans, and that effective line management is in place across the team
2	Managing communication and engagement with volunteers from across the organisation, including across our local groups
3	Leading the development of learning solutions, tools and resources to help volunteers undertake their role/s, and understand and implement changes to policies or systems
4	People management
5	Budget management
6	Monitoring and reporting on performance

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of volunteering assets within scope of role.
Staff/Volunteers	Responsible for line management of 3-4 staff. Responsible for providing communications and support to our volunteers and volunteer managers as required.
Budget	Responsible for tracking budget in key areas of work but not setting the budget.

Key relationships	**Internal**
	The post holder works closely with:
	    • Volunteering and Community Networks Team
	    • Volunteers
	    • Internal Communications Team
	    • Wider Services and Support Directorate
	    • Staff across the UK who work with volunteers
	
	External
	The post holder works closely with:
	    • External stakeholders, including relevant voluntary and community organisations
	    • NCVO and other nation relevant organisations
	    • People affected by MS

ISO	Responsibility for undertaking relevant actions and responsibilities according to the role assigned within ISO

Section 5 – Key deliverables

	Measures of success
1	Volunteers and Volunteer Managers are kept up to date with clear and concise communications to support them in their roles.
2	There is a clear volunteer engagement and communications plan which supports the delivery of the organisations strategy.
3	Volunteers and Volunteer Managers have access to appropriate and up to date Learning and Development opportunities for them to fulfil their roles successfully.

Section 6 - Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	3		X		X
Open to change and innovation	3	X		X	
Sound decisions	3		X	X	
Collaborative working	3				X
Effective communication	3			X	X
Outcome focussed	3	X			X
Inclusivity	3				X
Accountability	3	X	X	X	X
Tech savvy	3	X		X	

Level	
5	**Strategic –** Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	**Expert/ Recognised authority** – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence**.** Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.
3	**Complex** - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	**Enhanced** - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	**Foundation –** roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements

Foundation (mandatory)	Evidence of continuous professional development.
Additional internal learning/ courses required for role	None
Other professional training/qualification required	Volunteer management and communications qualification and training desired but not essential.

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.

Requirement	Essential	Desirable	Tested*
An understanding of change processes and the ability to manage change effectively, managing a team in a changing environment and adapting plans and activities as new opportunities emerge.	x		A,I,P,T
Respects the unique contribution of every individual and works positively in a diverse environment, with a demonstrable commitment to inclusive working, ensuring equality and valuing diversity.	x		A,I,T,P
Ability to manage a geographically dispersed team with complex responsibilities and work with geographically remote stakeholders.		x	I,P
Able to provide timely and accurate information on activities and plans across a team.	x		A,I,P
A strategic thinker who can balance conflicting priorities and operational demands whilst anticipating opportunities and obstacles.	x		A,I,,P
An understanding of volunteers and volunteer management, and how to successfully work alongside a diverse volunteer network.	x		A,I,T,P
The ability to focus on impact and deliver outstanding results in a team environment.		x	A,I,P

Demonstrable commitment to collaborative team work.		x	P
Excellent interpersonal skills, and able to influence/persuade a wide range of stakeholders and build effective working relationships.	x		A,I,P
Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and to diverse audiences	x		A,I,T,P
Excellent organisational and workload management skills.		x	I,P
Good IT skills, including the use of Microsoft Office, and the proven ability to gain competence in new systems and tools.		x	P

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices. As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring

	Service checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	See above
Unusual specific physical/mental demands associated with the role	None
Travel requirements	Occasional travel across the UK as the role demands
Unsocial hours	Occasional

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