A group of people in a classroom

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**Volunteer Manager**

| Reports to | CEO |
| --- | --- |
| Departments | Works across all departments, with key links to delivery and communications |
| Direct reports | None |
| Hours | Full time (4 days by agreement) |
| Salary | £34,000 - £36,000 |

**Future First wants to see every state school and college in the UK, and every state pupil, supported by a thriving and engaged alumni community, which improves students’ motivation, confidence and life chances. We have a network of alumni who have supported our programmes in schools for over a decade. They act as accessible and inspirational role models by sharing their stories through a variety of activities, including blogging, online mentoring, networking and careers activities in schools.**

About the role

We are seeking an experienced individual to lead our volunteer development activity. Working closely with the Fundraising, Delivery and Marketing teams, this is a varied role working with alumni and employee volunteers to support activities in our member schools.

You will lead on the development of our volunteer community which is managed online through the Future First Hub, and be responsible for developing and delivering a programme of activities that nurture relationships with Future First’s diverse audience of volunteers, and increases support for the charity’s fundraising and development goals.

You will have excellent customer service skills, be proactive and detail oriented and have the ability to manage multiple projects at any one time. You will be confident in the use of standard office technology, as well as experienced in the use of databases and IT applications.

Key Duties and responsibilities

* To be responsible for developing Future First’s volunteer relations strategy, and associated budget with a particular focus on the development of an engaged community, and a focus on the needs of employee volunteer schemes.
* To seek opportunities to raise the profile of the volunteer network, and grow its capacity and reach.
* To develop our work mapping and implementing recommendations against the Investing in Volunteers standard.
* To be responsible for running volunteer events and producing relevant communication materials.
* To participate in the strategic development of the Future First online Hub powering our school and volunteer community.
* To recruit volunteers and provide appropriate training and development opportunities, to include consideration of a volunteer board, and engagement activities targeted at the growing near peer volunteer community.
* To work closely with other departments to develop and implement their strategies for engagement.
* To work collaboratively with the fundraising team to explore and support volunteer philanthropy.
* To ensure that a robust monitoring and evaluation framework is in place for volunteer relations.
* To work with senior colleagues to ensure safeguarding policies are robust.

Person specification

| **Qualifications** | **Essential** | **Desirable** |
| --- | --- | --- |
| 1.Relevant qualifications for the post | **X** |  |

| **Experience and Knowledge** | **Essential** | **Desirable** |
| --- | --- | --- |
| 1.Significant experience in a volunteer relations role  2.Experience of working at a strategic level and translating that to operational delivery  3. Budgetary management experience  4. Experience of delivering high-quality events and communications within a wider strategic framework  5. Experience of, and demonstrable success in, recruiting, managing and motivating volunteers  6. Practical knowledge of GDPR  7. Experience in a fundraising environment or team  8. Knowledge and experience of the education sector  9.Experience in overseeing employee volunteering schemes | **X**  **X**  **X**  **X**  **X**  **X** | **X**  **X**  **X** |

| **Skills** | **Essential** | **Desirable** |
| --- | --- | --- |
| 1.Outstanding written and oral communication skills  2. Outstanding interpersonal skills: with proven ability to establish and maintain positive relationships including the ability to recruit, motivate and manage volunteers  3. Strong project management skills  4. Good financial planning and budgetary skills  5. Strong analytical, IT and administrative skills including experience in database manipulation | **X**  **X**  **X**  **X**  **X** |  |

| **Attributes** | **Essential** | **Desirable** |
| --- | --- | --- |
| 1.Organised and flexible, able to prioritise  2. Highly motivated, able to work independently  3. Ability to deal with confidential matters and act with discretion  4. Ability and willingness to support colleagues  5. Flexible approach to work and willingness to be flexible over working hours when required  6. Capable of remaining calm and effective under pressure  7. Ability and willingness to travel and occasionally to work at evenings or weekends  8. A strong belief in the importance of charities to society, coupled with an acceptance of the importance of diversifying the funding base, particularly with philanthropic support  9. Full clean driving licence | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** | **X** |

We recognise that not all candidates will have all the experience listed. If you are missing a couple please don't hesitate to apply. Above all else we are looking for people who share our mission and are motivated and driven to make a difference.

On a personal level we value motivation, curiosity, flexibility, openness to new perspectives and approaches, and a friendly and open approach to team working.

Why join Future First?

We are a mission-driven, innovative social mobility charity that believes a young person’s start in life shouldn’t limit their future. Our central team is friendly and motivated, and we have a strong network of experienced freelancers, who support across all functions. Our team comes from a variety of backgrounds including partnership development, delivery, teaching, programmes and communications. We value all contributions and offer the possibility to expand and grow the role based on interests.

Ways of working

We work remotely, with opportunities to come together in person to work, plan and develop. In this role you will also have to travel to some events and workshops.

The work is varied and often fast-paced, requiring rapid processing of information, and the ability to act confidently with multiple and senior stakeholders including employers, volunteers and school leaders.

As with any small, constantly evolving organisation, each individual balances multiple responsibilities, while shaping their role around their skills and interests.

Salary and Holiday

This is a permanent position. The salary is between £34,000 and £36,000. Future First staff receive pro rata 28 days of leave (in addition to 8 UK public holidays) increasing one day per year of service up to 33.

Application process

Please submit your CV and a covering letter (no longer than one side of A4) to [recruitment@futurefirst.org.uk](mailto:recruitment@futurefirst.org.uk) setting out why you feel you’re a great fit for this role and why you want to work for Future First. Please also note how you heard about the position.

At Future First we are committed to social justice and the value of role models. We value and celebrate people’s diversity and believe this strengthens our team and our work. We are keen to build a workforce that reflects the young people and schools we support. We particularly welcome applications from candidates from racialised communities, and those who attended state school and were in receipt of free school meals and/or were the first in their family to go to university. For questions about the role, please email [recruitment@futurefirst.org.uk](mailto:recruitment@futurefirst.org.uk)

Applications will be reviewed as they come in, with 24th May as the final deadline. The first round interviews (online) will take place on Friday 31st May. The second round will be in person, in London, on 7 June. We reserve the right to close applications early.

Future First is committed to safeguarding the staff, volunteers and young people we work with. Where applicable, a satisfactory enhanced Disclosure & Barring Service (DBS) check will be required for the successful candidate.

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