

JOB DESCRIPTION

JOB TITLE: Volunteer Engagement Officer

RESPONSIBLE TO: Volunteer Engagement Manager

JOB PURPOSE:

To attract and source volunteers for roles across the organisation. To support with the provision of a seamless and high-quality service that leads to exceptional candidate experiences, high engagement and retention.

MAIN DUTIES:

1. To work closely with Hiring Managers to find appropriate candidates to fill their volunteer opportunities, understanding any challenges and working collaboratively to find solutions.
2. To work closely with Volunteer Development Managers and Volunteer Coordinators to support hospice volunteer recruitment as needed.
3. Post volunteer opportunities on our Acorns careers website, external job boards, social media and other sources, writing informative and compelling ads.
4. Actively source volunteers to fill roles.
5. Working with Marcomms to promote and publicise (internally and externally) case studies and examples of success stories.
6. Maintain a pool of diverse and engaged volunteers.
7. Maintain the volunteer management system, keeping the information current and recording any changes in a timely manner.
8. Attend recruitment events, career fairs and other events to share opportunities at Acorns.
9. Engage with community so that all areas of the local community have the opportunity to contribute to volunteering.
10. Build and maintain relationships with a wide range of local volunteer sources, ensuring regular engagement leading to long term partnerships.
11. Conduct telephone interviews, keeping a written record.

12. Liaise with hiring managers regarding volunteers interviews, including contacting candidates, confirming availability and sending interview confirmation emails where required.
13. Conduct face-to-face interviews with hiring managers.
14. Maintain safer recruitment processes by completing appropriate identity checks, references and adhering to the written TA processes.
15. Ensure completion of young person risk assessments and child work permits where required.
16. Contribute to the volunteer value proposition.
17. Achieve own and shared team agreed targets and objectives
18. Assist with talent acquisition projects as and when required
19. Participate in recruitment reporting processes.
20. Support with service evaluation processes.

OTHER DUTIES:

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
6. To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
7. To carry out any other reasonable duty as requested by the line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

PERSON SPECIFICATION – Volunteer Engagement Officer

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good standard of education 	
Experience	<ul style="list-style-type: none"> • Recruitment experience • Experience of leading events or similar settings and actively engaging in conversations with attendees • Experience of building relationships with external organisations • Experience of working towards targets 	<ul style="list-style-type: none"> • Experience of sourcing and recruiting volunteers • Experience of working in the charity sector • Interviewing experience
Knowledge & Skills	<ul style="list-style-type: none"> • Excellent written and verbal communications skills. • IT literate • Strong organisational skills • Awareness of data protection and GDPR regulations 	<ul style="list-style-type: none"> • Working knowledge of health and safety and volunteer regulations and procedures. • Knowledge of safer recruitment processes
Abilities	<ul style="list-style-type: none"> • Ability to prioritise own workload and work to deadlines • Ability to understand, exhibit and implement excellent customer care attitude and behaviour • Committed to the highest standard of service delivery • Ability to travel independently within the Acorns region. • Confident conversation starter 	<ul style="list-style-type: none"> • Ability to produce reports and of suggesting actions based on the data these contain
Behaviours	<ul style="list-style-type: none"> • Will challenge the status quo • Positive, enthusiastic approach & can-do attitude • Curious, always seeking to understand and improve experience of customers • Open to change and continuous improvement • Innovative mindset and passionate about learning • Commitment to the Acorns strategy & its success 	

TERMS AND CONDITIONS OF EMPLOYMENT

POSITION:	Volunteer Engagement Officer
REPORTING TO:	Volunteer Engagement Manager
LOCATION:	Drakes Court Alcester Road Wythall Birmingham B47 6JR With some remote working
SALARY:	£25,150 per annum
NOTICE:	4 weeks
HOURS:	37.5 hours per week
HOLIDAYS:	23 days plus statutory bank holidays
PENSION:	Contribution to Group Personal Pension Plan or NHS Pension Scheme
LIFE ASSURANCE:	NHS Pension Scheme Life Assurance cover or Acorns Group Life Assurance Scheme

All terms and conditions will be detailed in writing together with Employee/Health & Safety handbook, which must be read and observed.