

Job Description

Job Title: Volunteer Management System Officer

Responsible to: Head of Volunteering

Job Purpose:

This is a fixed term role to support the implementation of a new Volunteer Management System.

The role will be based out and about in our 48 shops and 3 hospice sites, supporting our staff and volunteers to engage with the system and providing ongoing bespoke support where needed, mainly focused around the development of training for staff and volunteers as well as creating resources to help to engage volunteers with the system.

Main Duties:

System Procurement and Build

1. Support the procurement of the new system
2. Support the volunteering team to build and develop the system to meet the requirements of our different departments and volunteers


Training & Engagement

1. Develop a training plan to support staff and volunteers to understand how to use the system and get the best out of it, dependant on their role
2. In collaboration with the Academy Team, create system training materials in a range of formats (to include session plans, user guides, video guides, etc)
3. Deliver training (1:1 and in small groups) to volunteer managers in our retail shops, hospice teams and business support functions in the use of our new Volunteer Management System
4. Support new staff to access the system through training, and supporting their induction program where appropriate
5. Arrange follow up support visits for managers who require extra support
6. Support the delivery of training via a range of methods to our volunteers, enabling them to engage with the new system.

System Support

1. Support the Volunteering Team to respond to queries about the navigation and operation of the system from staff and volunteers
2. Create templates and resources to aid ongoing system support and engagement once the system is implemented
3. Provide support and guidance to volunteer managers in helping their volunteers to engage with the system

Evaluation and Monitoring

1. Produce resources to monitor and evaluate user experiences of the system
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2. Deliver an evaluation exercise to staff and volunteers to collect feedback on their experience of the new system and inform future improvements

Other Duties:

1. Remain up to date with developments in the charity sector, especially within a health care and social care setting, enabling our volunteering programme to reflect current best practice in volunteering.
2. Be courageous when exploring and challenging existing processes, embracing and implementing new ways of working for continuous improvement.
3. 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.
4. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
5. 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
6. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
7. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
8. Be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
9. To carry out any other reasonable duty as requested by the Head of Volunteering

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 Management System Officer

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Good standard of Education > GCSE English and Maths or equivalent 	
Experience	<ul style="list-style-type: none"> > Experience of implementing systems across a wide range of stakeholders > Experience of developing and delivering training for a wide audience > Understanding of the unique support needs of volunteers > Open to change and proven experience of taking on board new ways of working 	<ul style="list-style-type: none"> > Experience of working in the charity sector > Experience of working with volunteers and/or volunteer managers > Experience of tracking and monitoring the success of system implementation
Skills and Abilities	<ul style="list-style-type: none"> > Excellent administrative and organisational skills > Proven excellent written and verbal communication skills > Proficient in Microsoft Office suite > Ability to prioritise own workload and work to deadlines > Experience of supporting a teams across multiple roles and disciplines > Ability to understand, exhibit and implement excellent people care, attitude and behaviour > Proven problem solver who can manage conflicting priorities and achieves positive outcomes. > Ability to travel independently across the Acorns area 	<ul style="list-style-type: none"> > Working knowledge of Health and Safety regulations and procedures. > Awareness of data protection and GDPR regulations
Other	<ul style="list-style-type: none"> > Proven commitment to building good internal and external relationships with a wide range of stakeholders > Proven collaborative team player who is willing to share knowledge and learning openly > Self-motivated, with an enthusiastic approach to work. > Willingness to take on new challenges and to learn, grow and develop within a role. > Belief that Equality and Inclusion improves the working environment. > Willingness to work outside agreed hours on an occasional basis 	
Behaviours	<ul style="list-style-type: none"> > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of people > Open to change > Innovative mindset and passionate about learning > Collaborates effectively with other colleagues > Commitment to Acorns strategy & its success 	

Terms and Conditions of Employment

Job Title:

Volunteer Management System Officer
Fixed term until 31 March 2026

Responsible To:

Head of Volunteering

Location:

Drakes Court
Alcester Road
Wythall
Birmingham
B47 6JR

With travel across the Acorns region and some home working

Salary:

£30,000 to £35,000 per annum

Notice:

8 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 (if already in scheme).

Life Assurance:

Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.