

Job Description

Job title	Volunteering and Civic Engagement Manager
School / department	Student Services
Grade	6
Line manager	Head of Careers and Volunteering
Responsible for	Volunteering and Civic Engagement Coordinator x2, Volunteering and Civic Engagement Administrator

Main purpose of the job

To lead the strategic planning, delivery and evaluation of volunteering and civic engagement activity which enriches the lives of our diverse student body and the communities we work with. Leading a team of volunteering professionals to develop and deliver events, projects and initiatives which make a difference, build skills, contribute to the student experience, and meet the needs external partners.

The successful candidate will demonstrate a true passion for volunteering alongside an ability to translate the requirements of a diverse student body into an inclusive, transformative, and measurable volunteering offering.

Volunteering and Civic Engagement at UWL

Make a difference in, and for, different communities- giving students the opportunity to make an impact in different communities, in ways which celebrate diversity and showcase the transformational impact of volunteering.

Enrich the student experience- working inclusively to bring fun, happiness, and wellbeing to the lives of a diverse student body, supporting them to reflect on the value of volunteering and celebrating its' value and relevance.

Develop skills and their employability- enabling students to build skills and gain experiences which contribute to their personal and professional development.

Key areas of responsibility

- Develop and maintain impactful partnerships with organisations within local communities (and in other communities where our students live) which provide a range of volunteering opportunities for students. This will involve translating the complex needs of third sector partners into mutually beneficial partnerships.
- Lead the design and delivery of a suite of volunteering activities that make a difference for others and enrich the student experience, these will range from micro-volunteering, one-offs to long term strategic projects.
- Manage and organise significant events within the Volunteering calendar including Volunteering Fair, Freshers' Week, National Student Volunteering week and Annual Volunteer Awards.
- Lead, develop and maintain key relationships with the placements and employment team, careers advisers, Student Experience Team, Mentoring and the Students' Union.
- Provide line management, leadership and developmental coaching to the V-team.
- Lead the organisation, design, and delivery of skills development programmes, such as the Leadership Programme and volunteering activities which measurably supports the Student Careers and Employability Strategy.

- Oversee the delivery of a volunteer brokerage service which matches students and graduates with relevant opportunities.
- Work with the Head of Careers and Volunteering to position the volunteering offer within wider student experience and graduate outcomes strategies. Ensuring that the profile of volunteering remains high, and the strategy aligned with institutional objectives.
- Oversee the logging of volunteering hours which culminate in the annual recognition of all student volunteers.
- Give expert guidance and support to academic staff looking to embed volunteering into the curriculum
- Delivering inclusive provision which considers factors including but not limited to ethnicity, inter-faith environments, sexual orientation, gender identity, disability status and the needs of mature students.
- Lead, manage and appraise all staff within the Volunteering Service and ensure their learning needs are identified and supported to achieve the agenda of the service.
- Monitor and evaluate relevant engagement data and impact measurement to measure the volunteering team's impact, providing monthly reports. Aiming for period-on-period improvement on impact and engagement.
- Regularly review and update Volunteering service policies and procedures and ensure adherence to health and safety and safeguarding.
- Keep up to date with national policies, frameworks and legal requirements relating to volunteering e.g. health and safety, child protection (DBS), charity fundraising laws and the recruitment, support, training and retention of volunteers, linking with national networks such as the Student Volunteering Network.
- Link regularly with national, regional and local networks such as the Student Volunteering Network, NCVO and Volunteer Centre to share ideas and best practice.

In addition to the above areas of responsibility the position may be required to undertake any other reasonable duties relating to the broad scope of the position.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Undergraduate degree or equivalent	Participation in national volunteering networks such as Student Volunteering Network, NCVO and Volunteer
Knowledge and experience	<p>Experience of working within volunteering/ civic engagement in higher education</p> <p>Knowledge of volunteer policies and procedures which reflects best practice and legal frameworks, especially with regards to DBS and health and safety</p> <p>Experience as a volunteer</p> <p>Experience of leading and managing a team</p> <p>Experience of measuring impact in volunteering activity</p> <p>Experience of leading and delivering an inclusive service</p>	<p>Experience of contributing to higher education success metrics and impact measures such as NSS, Graduate Outcomes, Access and Participation Plan, TEF</p> <p>Experience working with third sector organisations</p>
Specific skills to the job	<p>Ability in planning, organising and promoting events</p> <p>Ability to measure and evaluate impact</p> <p>Community engagement/ civic engagement</p> <p>Ability to understand, engage and motivate students and volunteers</p> <p>Ability to collaborate with third sector organisations, establishing and keeping clear boundaries</p> <p>Ability to deliver skill development programmes, training, events and workshops</p> <p>Ability to translate institutional strategy and policy into measurable outcomes</p>	

	Ability to work inclusively when working with students, colleagues, organisations, and when designing activity	
General skills	<p>Ability to work independently and prioritise tasks</p> <p>Strong communication skills, written and verbal</p> <p>Ability to work across team in a complex, matrixed institution</p> <p>Excellent IT skills, including the ability to use databases and social media</p> <p>Ability to work flexibly</p>	
Other	<p>Naturally enterprising with the ability to seize opportunities and think creatively</p> <p>Occasional evening and weekend work, including the delivery of out of hours training and volunteering provision.</p>	
Disclosure and Barring Scheme	This post requires a standard DBS check	
<p>Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p>Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		