

Job Description

The merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. From April 2019, we'll be the UK's first comprehensive breast cancer charity. From research to care, our new charity will have people affected by breast cancer at its heart — providing support for today and hope for the future. United, we'll have the ability to carry out even more world-class research, provide even more life-changing support and campaign even more effectively for better services and care.

Together, we believe that, by 2050 everyone who develops breast cancer will live and receive the support they need to live well now.

Job title	Senior Volunteer Coordinator (Services and Engagement)
Directorate	Corporate Services
Team	Volunteering
Job title of reporting manager	Head of Volunteering
Job title(s) of direct reports	None
Document created (Month and Year)	June 2020

Overview of directorate

The Corporate Services Directorate is responsible for supporting the organisation through Finance, People & Organisational Development, Legal, Compliance & Governance, and IT & Facilities.

Job purpose

This is the lead role for developing cross-charity volunteering programmes and supporting the development of activity within the Research, Services, Policy and Influencing Directorate. Working closely with the Head of Volunteering and the Volunteering team, the key elements of the purpose of the role is to:

- Lead the development of new frameworks and cross-charity volunteering activities with a view to increasing our reach and volunteering offer
- Support the development of bespoke volunteering programmes within the Research, Services, Policy and Influencing Directorate
- Lead on the development of Breast Cancer Now's online networks and digital micro-volunteering offer with a view to increasing reach and engagement.

Key tasks and duties

- To develop, design and review cross-organisational volunteer frameworks, including processes, procedures and resources, ensuring that these are effective and fit-for-purpose for all volunteer-involving teams.
- To identify opportunities which enable volunteers to assist the wider charity, producing proposals in support of new short-term volunteering activities.
- To lead on the development of cross-charity volunteering activity, overseeing the recruitment and stewardship of volunteers who want to support Breast Cancer Now in a flexible way, based on their interests and preferences.
- To lead and develop Breast Cancer Now's online 'voice networks' and micro-volunteering initiatives, working closely with teams to produce plans and promote opportunities.
- To review and develop policies, risk assessments and resources for volunteering programmes within the Research, Services, Policy and Influencing Directorate.
- To support the Research, Services, Policy and Influencing Directorate with their volunteering programmes, in particular, being the volunteering lead for developing personalised support and digital volunteering opportunities.
- To provide specialist volunteer management support to colleagues in the Research, Services, Policy and Influencing Directorate, where complex issues are escalated by the Volunteer Support Worker (Services and Engagement).
- To design and deliver induction and skills training to volunteers who support teams within the Research, Services, Policy and Influencing Directorate, in person and online.
- To plan and deliver thanking and recognition initiatives for volunteers who support within the Research, Services, Policy and Influencing Directorate, as appropriate, to ensure they feel valued.
- To support in measuring the impact of volunteer contributions within your specialist area, this being the Research, Services, Policy and Influencing Directorate.
- To provide support to, and cover for, the wider Volunteering team, as and when required.

General

- To be a proactive and effective team member, presenting a positive impression of the service.
- To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.
- To support the Head of Volunteering in the delivery of the organisational Volunteering Strategy, actively sharing your views and ideas.
- To attend internal and external meetings, and to attend training as required.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.
- To adhere to all Breast Cancer Now's organisational policies.

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- In leading and developing cross-organisational processes and resources, working with multiple stakeholders to ensure their needs are met
- In identifying and proposing new opportunities for engagement
- In designing and implementing projects with successful outcomes
- In producing plans, risk assessments and measuring the impact of new activity
- In leading and developing volunteering programmes or activity within the context of services in a health or social care setting, or to sensitive or vulnerable groups
- In managing volunteer programmes/volunteers
- Of supporting staff working with volunteers
- In the design and delivery of volunteer training programmes

It is **desirable** for you to have the following qualifications and experience:

- In leading or developing volunteering programmes or activity within the context of breast cancer services
- In coordinating, or engaging people in, online or digital projects, volunteering or otherwise.

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Excellent organisational and time management skills, including the ability to multi-task effectively, prioritise workload and manage conflicting priorities
- Excellent written and verbal communication skills, with the ability to talk to a diverse range of people effectively and sensitively.
- Ability to work innovatively and flexibly, being responsive to organisational needs
- A proactive and 'hands on' approach, including the ability and motivation to work on own initiative, to analyse and identify needs and opportunities, and to find solutions to problems
- Ability to write documents, proposals and risk assessments to a high standard
- Ability to provide advice to staff and volunteers in an accessible way
- Confidence in dealing with unexpected situations and problems

It is **desirable** for you to have the following skills and attributes:

- Awareness and understanding of breast cancer issues or other conditions/willingness to learn
- Awareness of the emotional impact of working in an environment where breast cancer or other conditions are openly and frequently discussed

Knowledge

It is **essential** for you to have the following level of knowledge:

- Understanding of best practice in volunteering and up-to-date knowledge of legislation as it applies to volunteering
- Knowledge of the voluntary sector
- Good working understanding of online platforms and digital engagement
- Good working knowledge of IT systems including Windows and packages including Microsoft Office (in particular Word, Excel, PowerPoint and Outlook)

It is **desirable** for you to have the following level of knowledge:

- Knowledge of the health or cancer sector.

Role Information

Key internal working relationships

You will work closely with the following:

- Research, Services, Policy and Influencing Directorate

Key external working relationships

You will work closely with the following:

- Healthcare services or academic institutions as required.

General information

Salary	£30,000 – £37,114 (mid: £33,557)
Grade	5
Number of posts in the directorate	
Number of posts in the team	5
Location of role	St James House, Vicar Lane, Sheffield S1 2EX
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.
Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.

