

# Job Pack

October 2023

**We are hiring a:**

## Volunteers Manager

- **Application:** CV and covering letter to Leanne Wood at [leanne.wood@colostomyuk.org](mailto:leanne.wood@colostomyuk.org)
- **Closing date:** Midday 14<sup>th</sup> November 2023
- **Interviews:** We are actively interviewing
- **Start date:** As soon as possible

## Terms and conditions

<b>Job Title:</b>	Volunteers Manager
<b>Duration of contract:</b>	Permanent
<b>Hours:</b>	28 hours per week – one day must be a Wednesday
<b>Probation period:</b>	6 months
<b>Salary:</b>	£30 - £35K (pro rata, depending on experience)
<b>Location:</b>	100 Berkshire Place, Winnersh, Wokingham RG41 5RD (hybrid working arrangements can be arranged)
<b>Holiday:</b>	25 days' annual leave in addition to Bank Holidays (pro rata), increasing to 30 days due to length of service
<b>Reporting to:</b>	Leanne Wood – Operations Manager

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## What we offer:

We have a range of benefits that we offer our employees, this includes:

- Private Health Care, including an employee assistance programme, remote GP, counselling, physiotherapy, medical diagnostics and treatment.
- Access to benefit platform for a wide range of discounts on everyday spends plus gym discounts.
- After two years of service, annual leave allowance increases by one day per year until you reach 30 days (pro rata)
- Season ticket loan
- 5% contribution to pension scheme
- An extra day holiday for your birthday and one day off a year to volunteer
- Training and development opportunities to support your learning and growth
- Fresh fruit in the office

## About us

### OUR PURPOSE - WHY WE'RE HERE

We exist to make a positive difference for anyone impacted by any kind of stoma or stoma surgery.

### OUR WORK - WHAT WE DO

We became a registered national charity in 2006, but we've been here for people with stomas, their families, friends, carers and support networks since we were founded in 1967.

There are now over 200,000 people living with a stoma at any one time in the UK who benefit from the work that we do as we:

- Provide practical and emotional support and advice whenever it's needed.
- Run projects that empower and build the confidence to take on fresh challenges.
- Are a voice on the issues that matter, campaigning and advocating for ostomates' rights.

### OUR VISION - WHERE WE'RE GOING

We want to live in a world where having a stoma presents no obstacles or barriers and carries no stigma.

A world where people can:

- Get the right information and advice, at the right time, at the right stage of their stoma journey.
- Have access to the facilities and resources they need when and where they need them.
- Live their lives to the fullest without fear of discrimination or prejudice.

## Our Values

At Colostomy UK the way we behave matters to us deeply. In everything we do, we are guided by and strive to meet the following values:

### SUPPORT AND EMPOWER

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. For us, supporting and empowering people is also about finding new ways to do this, so we aren't complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

### KNOWLEDGE

We are stoma experts. This is no empty claim, but backed by the collective knowledge we have accumulated since we were founded in 1967. And, because we prize learning, we add to this knowledge every day. We know all about the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

## COMPASSION

We are compassionate and caring. We know what it's like to go through stoma surgery and what a struggle it can often be to get life back on track afterwards. We understand how even the small things can have a big effect on someone's wellbeing. We don't judge, instead we are patient, respectful and understanding listeners.

## INCLUSIVITY

The diseases, illnesses and injuries that make stoma surgery necessary don't discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages, even babies, have stomas and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

## TOGETHERNESS

Our strength comes from engaging with others. We've been doing this throughout our history. It's by working collaboratively with healthcare professionals, people with stomas, local government, businesses, and other organisations, that we fulfil our purpose. We believe that the way to achieve our vision is by sharing problems and solving them together.

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## The role

Our 100 volunteers have always been at the heart of Colostomy UK. Our volunteers support people with stomas, and their families, carers and friends in many ways. They represent us at open days and they answer calls on our 24-hour stoma helpline. They also help with our fundraising and campaigning, moderate our closed Facebook group and write for our magazine, Tidings. The skills, experience, time and energy they bring to our charity, make a real difference to the lives of people in need.

We want to continue to be a fantastic place to volunteer and to do this we are looking for an inspiring and passionate manager to lead our team of volunteers. You will be responsible for recruiting, training, supporting and developing our volunteers. This means you will need to be an experienced people manager, with a thorough understanding of what motivates people and how to get the best from them.

With volunteers across the UK, you will need to be able to willing to travel nationally for charity business and be prepared to work the occasional evening and weekend.

## Core role responsibilities

- Recruit, select and induct new volunteers.
- Work closely with the Volunteer and Support Coordinators to manage volunteers (develop, train, support, monitor and analyse volunteer involvement)
- Work closely with the Community Manager to develop and deliver the volunteer and

engagement strategy for mutual volunteer support.

- Liaise with office team regarding volunteer roles and their requirements.
- Maintain volunteer database, records and handbook etc.
- Managing a budget for the volunteer function
- Manage the development and update of policies and procedures that are fundamental to volunteering
- Write and present regular reports for meetings.
- Line manage a small team of Volunteer and Support coordinators
- Monitor and evaluate volunteer led projects, putting systems in place to measure impact
- Evaluate and improve volunteer processes and the overall volunteer experience
- Conduct background checks and administer volunteer expenses
- Lead on volunteer celebration events, including volunteers week
- Work closely with the Marketing team to promote volunteering on our various social channels, and to champion diversity and inclusion across the charity.
- Work with appropriate external organisations developing volunteering opportunities at Colostomy UK.
- Ensure all volunteer activities and events are covered where possible.
- Represent Colostomy UK at external events, including volunteer fairs and national exhibitions.
- Attend and chair meetings as required

The duties and responsibilities outlined in this job description are not definitive and you may be required to perform other duties at the request of the management team.

## Skills, Experience and Person Specification

	<u>Essential</u>	<u>Desirable</u>
<b><u>Experience</u></b>	<ul style="list-style-type: none"> <li>• Experience of managing people.</li> <li>• Experience of implementing new policies and procedures.</li> <li>• Experience of delivering training needs and chairing meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience managing a team of volunteers.</li> <li>• Experience of managing a team spread across various locations.</li> <li>• Charity sector experience.</li> <li>• Experience of developing and/or delivering volunteer initiatives.</li> </ul>
<b><u>Technical</u></b>	<ul style="list-style-type: none"> <li>• Proficiency in the use of Microsoft 365, Office, Teams and Outlook.</li> <li>• Good administrative and IT skills, and an ability to maintain records and produce reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of current Safeguarding guidelines, with the ability to conduct risk assessments as required.</li> </ul>
<b><u>Personal qualities</u></b>	<ul style="list-style-type: none"> <li>• Excellent communicator with strong oral and written communication abilities</li> <li>• Strong organisational skills that reflect the ability to perform and prioritize multiple tasks, with excellent attention to detail</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to carry out tasks with minimum of supervision.</li> <li>• Ability to work effectively with other team members, and work cross functionally to build good relationships.</li> <li>• Discretion and ability to maintain confidentiality</li> <li>• Resourceful, proactive and efficient.</li> <li>• Good presentation and a courteous, professional manner.</li> <li>• A team player with a willingness to help, and ability to work to deadlines.</li> <li>• Non-judgmental, with the ability to motivate and inspire others</li> <li>• Hard working, flexible and dedicated.</li> <li>• Self-motivated and enthusiastic with a thirst to learn and be creative.</li> <li>• The ability to stay calm, patient and influence others in a fast-paced environment, sometimes under pressure.</li> </ul>	
<b><u>Other requirements</u></b>	<ul style="list-style-type: none"> <li>• Able to be flexible and work occasional evening and weekends when needed.</li> </ul>	

The above serves as a guide and is not exhaustive; all of our team are hands on, and you too will be expected to undertake other duties. You will be working as part of a small, friendly team and may be asked to provide extra support in the office during busy periods.

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## To apply

Please send your CV and a one page covering letter to Leanne Wood, Operations Manager, at [leanne.wood@colostomyuk.org](mailto:leanne.wood@colostomyuk.org) by midday on **14<sup>th</sup> November 2023**.

In your cover letter, please tell us:

- About your relevant experience
- What skills and qualities you will bring to the role
- Why you'd like to work for us
- Where you saw the job advertised

Please also attach a completed equal opportunities monitoring form.

If you would like to discuss the role, you can call Leanne on 0118 228 1368.

Interviews will take place at our Head Office in Winnersh. We will only contact those applicants who have been successfully selected for interview. If you require any adjustments during the interview process, please let us know.



Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert early.

An enhanced DBS disclosure will be required for this post and all applicants must be eligible to work legally in the United Kingdom.