



Job Title: Volunteer & Training Manager

Reporting to: Head of HR

Location: Barnsley and Leeds

Starting salary: £25,987

Hours of work: 37.5h Monday to Friday with one in four Saturdays

Contract type: Permanent

Role purpose

FareShare Yorkshire is a Charity which now in its 25th year of operation and has grown significantly over the years. FareShare Yorkshire operates from 3 sites in Barnsley and Leeds delivering Surplus Food Provision services, Employability Programmes and its own cookery school - The FullCrumb Kitchen.

The Volunteer and Training Manager will provide vital support to all areas of the Charity's work to achieve our vision - To see an end to Food Insecurity in our Region. We are looking for someone dynamic and engaging, with excellent communication and volunteer management skills, as well as a commitment to delivering a high-quality training standard. In addition to working with the team in FareShare Yorkshire you will also work closely with the FareShare National Volunteering Team. You will work together to provide a consistent volunteer experience across the FareShare network, which is enjoyable, rewarding and safe for our volunteers. You will ensure that the highest standards of health and safety are observed and executed including the health and safety of the Employees, Visitors, Volunteers and any other individual onsite at any Fareshare Yorkshire site.

You should be self-motivated, with experience of working within volunteer management and able to manage ad-hoc corporate groups, short term volunteering schemes as well as long-term and regular volunteers.

Additionally, you should be able to deliver end to end volunteer recruitment activities and provide on-going supervision and support to volunteers, ensuring that their training needs are met. You should also be able to develop and deliver a range of local volunteer engagement activities. Furthermore, you should have experience promoting and championing the role of volunteers, so that they are respected and valued for their contribution to the organisation.

Volunteer & Training Manager Responsibilities:

Volunteer recruitment

- Develop and implement a volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs of FareShare Yorkshire are met in a timely manner.
- Recruit, build and maintain relationships with a wide range of regional volunteer sources, ensuring regular engagement leading to long term partnerships.
- Regular liaison with the FareShare National Volunteering Team to capitalise on national initiatives.

Volunteer engagement and communication strategies

- Develop and deliver a FareShare Yorkshire engagement programme that ensures all volunteers have a rewarding experience, whilst effectively contributing to FareShare Yorkshire's overall development
- Promote volunteering, internally and externally and ensure that the impact of volunteers is celebrated.
- Deliver the FareShare Yorkshire volunteer induction to maximise the engagement and contribution of each volunteer.

Training Management

- Develop and deliver volunteer & staff training, which ensures everyone can meet their potential and complete their roles effectively and safely.
- Conduct the full safety induction of all Employees, Visitors and Volunteers including record keeping across all Fareshare Yorkshire sites.
- Design, delivery and development of all training materials including accredited training, ensuring that it meets legal and recommended requirements as per the relevant industry standards.

- Maintain, manage and distribute the PPE stock across all FareShare Yorkshire sites.
- Promote and conduct the general legal responsibilities under the Health and Safety at work act.
- Be responsible for the successful delivery of employability programmes

Policies and procedures

- Implement volunteer management policies and procedures in line with guidance from the FareShare National Volunteering Team.
- Develop new volunteering policies and procedures in collaboration with the FareShare National Volunteering Team.

Making FareShare a destination for volunteering

- Enhance the experience of volunteering by delivering robust policies, together with effective engagement and communication programmes, so that volunteers enjoy what they do and can feel proud of their contribution and become ambassadors.
- Liaise with FareShare Nationals Marketing & Volunteering Teams to promote and publicise case studies and examples of volunteer success stories.
- To engage with other FareShare Regional Centres and the FareShare National Volunteering Team on a quarterly basis to deliver UK wide volunteering activity and share good practice.
- Work alongside the FareShare National Volunteering Team to evaluate volunteer experience and establish annual benchmarks for the FareShare Network, including volunteer satisfaction, conversion, retention, training, etc. This will be used for development of recruitment and engagement strategies.

Person Specification Experience

- Developing and delivering successful volunteer recruitment, training and engagement programmes.
- Building relationships with external organisations and associations to create and promote volunteering programmes.
- Managing projects and associated budgets.
- Monitoring and evaluation of volunteer programmes.
- Reporting on volunteer programme metrics

- Experience of working with volunteers / adults with additional support needs (Desirable).
- Experience of delivering effective marketing and communications campaigns (Desirable).
- Experience of using volunteer management systems (Desirable)
- Experience with delivering training to individuals and groups at all levels.

Skills and abilities

- Knowledge of the needs and experiences of volunteers from a diverse range of backgrounds.
- Knowledge of volunteer management good practice
- Able to establish and maintain appropriate systems for the management and accurate recording of volunteer programmes.
- Strong communication and interpersonal skills, with the ability to deal with people at all levels
- Proven ability to build successful, productive business relationships, both internal and external
- Enthusiastic and self-motivated with excellent team-working skills.
- Ability to use own initiative, working independently.
- Strong presentation skills to promote FareShare as a destination for volunteering.
- Good time management with ability to manage workloads, set priorities and meet deadlines.
- Excellent organisational skills and recordkeeping management.
- IT literacy, in particular of using Microsoft applications (Outlook, Word, Excel and PowerPoint).

Competencies and behaviours

- A commitment to equal opportunities and safeguarding.
- An understanding of, and enthusiasm for, FareShare Yorkshire's mission and strategy.
- A commitment to continuous professional development.
- An empathy with volunteers and an understanding of their needs.
- Flexible and non-judgemental approach to people and work.

Benefits

- Company contributed pension scheme

- 25 days annual leave, pro rata
- Free Employee Assistance Programme with GP Services
- Free training on courses / qualifications you feel will benefit you
- Working for an organisation that cares about the work they do and the communities they serve

Application Process

If this sounds like you, we can't wait to hear from you. Please send in your CV along with a personal statement explaining why you are a suitable candidate for the role and return to rachelmorgan@fareshareyorkshire.org

Closing date 7th October 2024