

**VOLUNTEER AND COMMUNITY LEAD**

**JOB DESCRIPTION**

The primary focus of the Charity is delivery to beneficiaries through the caseworking team. The role is responsible for the coordination of the Charity’s representation at community events and interaction with the community, fundraisers, and volunteers.

The role will involve attendance at events around the UK, the post holder will work out of the main office in Castaway House and remotely. Training in the internal systems of the Naval Children’s Charity will be provided and access to other relevant training as required. Usual full time working hours are 35 hours per week. No overtime is paid, however time off in lieu is given. The role includes weekend and evening work and travel around the UK.

Travel. Local and long distance travel by appropriate means and as required, to include supporting volunteers and community activities across the UK. This role involves a significant number of weekend events.

Salary: £28,000 per annum

30 days holiday per annum plus bank holidays

**Specifics of Role**

* Reports to the Senior Partnership Lead

The postholder will work closely with:

* The Senior Partnership Lead
* The Head of Welfare and caseworking team
* The Comms Lead
* Individual donors and supporters
* Community groups
* Volunteers

**VOLUNTEER AND FUNDRAISING SUPPORT**

Managing, recruiting and supporting volunteers and fundraisers and organising events requires flexibility and a calm, proactive and positive attitude. You must be:

* Willing to embrace the Mission and Vision of the Naval Children’s Charity
* Have excellent project management skills; able to coordinate a diverse range of people/projects with vital deadlines
* Excellent communication skills
* Ensure good record-keeping, including use of the Charity’s database
* Be a constructive member of the team and work cooperatively with other staff members. Take part and contribute to team meetings.
* Cooperate with the NCC on health and safety matters, taking reasonable care of own and other people’s health and safety within the workplace.

**EVENTS & FUNDRAISING**

**Events**

* Plan and implement a programme of attendance at external events such as Naval Charity Days working with the caseworking team to ensure appropriate representation of the Charity and with other charities such as the RNBT to coordinate presence
	+ Arrange site for charity gazebo
	+ Ensure manned throughout event by postholder and volunteers
	+ Put together all items required for event
	+ Ensure appropriate risk assessments/licences in place
	+ Ensure compliance with health & safety throughout the event
* With the Senior Partnership Lead develop events to raise funds for the Naval Children’s Charity
	+ Provide Risk Assessments for each event
	+ Ensure correct insurances/licences in place for each event
	+ Produce all support materials for events
	+ Liaise with the Comms Manager to publicise events using Social Media and website
* Children’s competitions (such as Art or seasonal) to be run to increase awareness into schools
* Source raffle and auction prizes
* Support the Senior Partnership Lead and CEO in organising events for Major Donors such as dinners on HMS Victory
* Branded charity items
	+ maintain stocks to be used as giveaways at events and given to fundraisers
	+ source and price new items as required (as authorised by Line manager)

**Fundraisers**

Provide support, advice and encouragement to groups and individuals wishing to raise funds in aid of the NCC.

* Recruit and steward supporters who want to fundraise at community level
* Support fundraisers in their events and activities
	+ Send out guidelines to fundraisers
	+ Provide branded items and advice to fundraisers
	+ Attend fundraising events where possible to support
	+ Attend cheque presentations from donors/fundraisers
	+ Manage thank you letters to fundraisers in a timely fashion
	+ Provide branding for Fundraisers to use on their publicity material
* Proactively ensure all materials are accurate and compliant with relevant data protection and gift aid legislation
* Keep abreast of Fundraising guidelines and best practice and any relevant legislation and ensure these are implemented into policy and practice throughout the Charity
* Maintain records of fundraising activities and provide updates to line manager and bookkeeper including Gift Aid

**Volunteers**

* Develop, manage, train and steward a network of regional volunteers, particularly in areas with strong Naval presence.
	+ To support at events
	+ To fundraise within their community
		- To distribute collection tins around their community which are regularly checked and the contents banked
	+ To support in the office
		- With distribution of resources
		- Office admin support
* Reach out to community local and national to recruit volunteers
	+ Through Naval community centres
	+ Through Aggie’s Pastoral workers
	+ Using Social Media
* Ensure volunteer handbook up to date and all volunteers inducted using Volunteer Handbook and relevant guidance
* Maintain regular contact with volunteers, keeping them informed and engaged with the activities of the Charity

**Knitting**

We send out knitted Rabbits and Penguins with our free books. These are provided by knitting volunteers around the UK.

* Research knitting groups and organisations to publicise need for knitters
* Regularly put out requests for knitters
* Provide patterns on request
* Send timely thank you letters
* Maintain records of knitters

**Other**

Regularly update personal training and skills.

Such other relevant duties as may be assigned from time to time.

**PERSONAL ATTRIBUTES / SKILLS ATTACHED TO JOB DESCRIPTION**

Knowledge and skills commensurate with role to include:

**Essential**

* Educated to A Level or equivalent standard or above
* Experience of working with a charity or not-for-profit organisation including
	+ Experience of recruiting and managing volunteers
	+ Experience of project management
	+ Proven track record of community fundraising including Fundraising Regulations and Gift Aid
	+ Experience of public speaking and delivering presentations
* Knowledge of the Royal Navy
* IT literate and with knowledge of MS Office 365 and Teams.
* In possession of a full UK driving licence with access to own vehicle.

**Personal qualities**

* Empathetic nature
* Excellent communication skills
* Attention to detail
* Be dynamic and self-motivated
* 12 core competencies outlined below

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| **Competency** | **Key actions** |
| Decision making | * Uses sound judgment to make good decision based on information gathered and analysed
* Considers all pertinent facts and alternatives before deciding on the most appropriate action
* Commits to decision
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| Teamwork | * Interacts with people effectively. Able and willing to share and receive information
* Able to give and receive constructive feedback in a measured and positive manner
* Able to work independently
* Understands the extra duties required when working in a small team
* Co-operates within the team
* Supports group decisions and puts group goals ahead of own goals
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| Work standards | * Sets and maintains high performance standards
* Pays close attention to detail, accuracy and completeness
* Shows concern for all aspects of the job and follows up on work outputs
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| Motivation | * Displays energy and enthusiasm in approaching the job
* Commits to putting in additional effort
* Maintains high level of productivity and self-direction
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| Reliability | * Takes personal responsibility for job performance
* Completes work in a timely and consistent manner
* Adheres to commitments
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| Problem solving | * Analyses problem by gathering and organising all relevant information
* Identifies cause and effect relationships
* Comes up with appropriate solutions
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| Adaptability | * Adapts to changing work environments, work priorities and organisational needs
* Able to effectively deal with change and diverse people
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| Planning and organising | * Plans and organises tasks and work responsibilities to achieve objectives
* Sets priorities. Schedules activities
* Allocates and uses resources properly
* Able to manage a diverse workload
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| Communication | * Able to communicate with families demonstrating a balance of empathy, support and professionalism
* Expresses ideas effectively
* Organises and delivers information appropriately
* Listens actively
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| Integrity | * Shares complete and accurate information
* Maintains confidentiality and meets own commitments
* Adheres to organisational policies and procedures
* Honest & ethical approach essential
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| Initiative | * Ability to work under own initiative
* Takes action to influence events
* Generates ideas for improvement, takes advantage of opportunities, suggests innovations
* Goes above and beyond – committed to expanding a task if/when required
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| Resilience | * Displays emotional resilience and the ability to withstand pressure on an on-going basis
* Deals with difficult situations while maintaining performance
* Seeks support from others when necessary and uses appropriate coping techniques
* Deal with unforeseen problems in a calm and effective manner
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