

Head of Volunteering and Community Engagement

For making life possible

DOGS
FOR
GOOD

The Frances Hay Centre,
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Job Description

Head of Volunteering and Community Engagement

Reports to: Director of Income Generation

Direct reports: Volunteering Coordinator, Regional Fundraisers (x2)

In collaboration with staff and volunteer colleagues, the post holder will establish ways of working that embody the principles of co-design, ensuring that the experiences and voices of our volunteers and key stakeholders within the community are represented across all activity. Measures of success will be determined in consultation with the post holder and are expected to cover the themes of recruitment and retention of volunteers, community income generated and engagement in priority areas of activity across the UK.

Key responsibilities

- Provide leadership and support to the charity by defining a volunteering strategy that is founded in the principles of co-design.
- Establish and oversee a Volunteer Liaison Group, ensuring clear channels of communication across Dogs for Good and its volunteer colleagues.
- Influence new ways of working aligned to the Volunteer Charter, to enable staff and volunteer colleagues to work together seamlessly.
- Lead the development of a programme of support with, for and between local volunteer groups to optimise engagement, puppy development, training, publicity and income potential.
- Develop and implement a volunteer recruitment plan to meet organisational need, ensuring greater visibility and participation of underrepresented groups.
- Oversee the development of a high-quality volunteer training programme for all regular volunteer roles.



- Implement volunteer development and recognition strategies to ensure volunteers feel valued as part of the Dogs for Good team.
- Provide comprehensive management information on volunteering and community engagement through use of the charity's CRM database (Microsoft Dynamics); overseeing the development of the CRM database for volunteering and community-generated income management.
- Oversee the process of onboarding, including application form, training and recruitment checks; and ensure the consistent implementation of the onboarding process across all volunteering roles.
- Work with the Communications team to develop an online presence and resources promoting volunteering as well as fundraising materials, merchandise and marketing collateral to support community-led income generation.
- Develop and implement community-led income generation activities that can be promoted to corporate organisations and local businesses to increase engagement, including growing our national presence through local talks and events.
- Line management of direct reports responsible for maximising volunteer recruitment, volunteer engagement, volunteer retention, volunteer training and development and community-led income generation.
- Ensure compliance with all necessary regulations and legal requirements, including Safeguarding, Equal Opportunities, GDPR, Health & Safety and Working with Vulnerable Groups.
- Monitor and manage the operational day to day business risks arising within volunteering and community-led activity.

Key internal relationships

- Service Manager and Team Leaders
- Dog Supply Manager
- Puppy Coordinators
- Instructors and Trainers
- Communications Manager
- Corporate Partnerships Manager



Selection criteria

Essential:

1. A commitment to and interest in the aims and objectives of the charity.
2. Excellent interpersonal skills, including the capacity to listen to, work with and influence stakeholders.
3. A highly developed awareness, sensitivity to and understanding of volunteer management.
4. A passion for volunteering and the principles of co-design.
5. Substantive experience of volunteer training and skills development.
6. Experience of delivering solutions to ambiguous, complex and sometimes contentious issues.
7. Experience of working with CRM databases to produce management information.
8. Experience of leading, managing and developing a high performing team.
9. Evidence of embedding the principles of equity, diversity and inclusion across ways of working and programme delivery.
10. Ability to make decisions with confidence, taking responsibility for the outcomes.

Desirable:

11. Experience working as a fundraiser.
12. Experience managing or working within a satellite regional team.
13. Leadership experience of developing an organisation-wide strategy for volunteering and/or community engagement.



Other requirements

- Regular travel as well as some out of hours event attendance will be required throughout the UK (once or twice a month).
- Must be comfortable working around dogs.
- Must be willing to travel to the charity's Head Office in Banbury.
- You will be required to have a criminal record check carried out by the Disclosure & Barring Service (DBS) when you first join the charity and every four years thereafter.
- You are expected to have a good understanding of safeguarding issues and how they should be applied to the work of the Charity.

March 2023

