The Guardian Centre

67 Clarendon Road

Colliers Wood

**London SW19 2DX**

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## 

[www.mertonvision.org.uk](http://www.mertonvision.org.uk)

## An independent charity providing services, information and support to residents of Merton with a visual impairment

**Job Description**

Job Title: **Volunteer Services Manager**

Reporting to CEO

Weekly Hours: 35

Annual Salary: Up to £32,000

Holiday: 25 days

Benefits: 5% Pension, Free Parking, Personal Development   
Contract Type**:** 3 year with possible extension

**Job Purpose:**

* Support the implementation of the Volunteer Engagement workstreams within MertonVision’s volunteering strategy, working as part of a team and in line with MertonVision’s policy’s.
* Implement best practice in coordination of volunteers, including recruitment and ongoing stages of a volunteer’s journey to ensure all volunteers feel confident and understand their roles, with clear and supportive communication
* Support the delivery of reporting and data capture to understand the picture of volunteering and to understand areas for growth and improvement
* Be an ambassador for volunteering at MertonVision, promoting and championing the benefits of volunteering both internally and with external partner organisations and members of the public.

**Duties**:

* Effectively coordinate and monitor all channels of communication and correspondence to the team, acting as a first point of contact, responding to enquiries from volunteers and signposting where appropriate
* Maintain databases of stakeholder contacts, ensuring we maintain accurate contact and engagement information to support our activity
* To be responsible for developing and overseeing volunteering compliance (e.g., safeguarding, health & safety, DBS checks, GDPR), ensuring volunteers receive consistent quality training and awareness of MertonVision policies
* Support the day-to-day delivery of Volunteer Engagement plans ensuring meaningful involvement opportunities and volunteer experience
* Take personal responsibility to demonstrate inclusive practice in all areas of work to ensure that volunteering at MertonVision is fully inclusive and embraces all diversity. Be committed to EDI, by creating volunteer roles that are open to all that wish to volunteer for MertonVision
* Deal with volunteer feedback in a respectful and solution focused manner. To be responsible for the development and implementation of a volunteering problem solving policy and procedure and ensure staff are trained to understand the process
* Oversee volunteering events, supporting fundraising and awareness raising of MertonVision’s services
* Develop a volunteer reward and recognition programme
* Plus any other reasonable requirements to ensure the volunteering department runs in a safe, effective, consistent way so that standards and values are maintained at all times