

**Be the difference - help change young lives and work
for the 'North West Charity of the Year'**

Volunteers Manager

 Harpurhey, Manchester

 40 hours per week

 £24,000-26,000

We're looking for an experienced **Volunteer Manager** who can help drive and shape our volunteer offer to ensure that our charity is supported by a committed and diverse team of volunteers across all areas of delivery. Our **Volunteer Manager** will drive a transformational change that will see volunteers become integral to our offer for young people and deliver around 40% of what we do.

As our **Volunteer Manager**, you'll work in our busy **Manchester Youth Zone...**

The Manchester Youth Zone first opened to young people in 2012 as an independent charity then names the Factory Youth Zone. Being located in the heart of North Manchester in Harpurhey enables us to reach those young people who need **"Somewhere to go, something to do and someone to talk"**. We currently have around 2,100 members with over 1,000 visits by young people each week to the Youth Zone.

We work with young people aged 6-19 and up to 25 for those with additional needs, offering provision during the day for targeted young people and each evening for universal provision. The Manchester provides a timetable of positive activities, practical support and personal development opportunities, especially for those who are disadvantaged.

The Manchester Youth Zone has an excellent reputation in a number of areas including safeguarding, working with young people who are "at risk" of criminal exploitation, mentoring and employment skills. We have invested strongly in partnership working, becoming a community asset responding to the needs of young people and the local community of North Manchester.

Never have our service been in so much demand as now post pandemic, we need to create a paid and unpaid workforce that can respond to the needs and demands of our young people and the communities which we serve. What we do to help engage and assist is only limited by resource, we must increase this both to offer services in the Youth Zone but also online, over the phone, and on the streets and in parks through our detached Youth Work.

If you're passionate about providing an exceptional service to young people and volunteers, we'd love to hear from you!

STUFF WE'LL TRUST YOU WITH

YOUR RESPONSIBILITIES

- Develop an ambitious volunteer strategy that works from the base of what we need to provide services for young people.
- Work with the Senior Leadership Team and manage all key stakeholders expectations of volunteering at Manchester Youth Zone
- Work with the Head of Development on our approach to corporate volunteering, ensuring we have an innovative and exciting offer for key corporate supporters.
- Interview, train, induct and manage the appropriate deployment of volunteers across all areas of the Youth Zone. Ensure ongoing training and development of volunteers, making maximum use of in-house skills and resources.
- Support our staff to successfully embed volunteers in their role, manage and develop them as part of their team.
- Deliver training to the staff team on 'managing volunteers' and support volunteer supervisors as required.
- Set targets which you will then report against on the journey of ensuring that 40% of delivery is delivered by volunteers
- Ensures volunteers feel valued and rewarded by the organisation, share good news stories and establish lines of communication – social media, regular newsletters or other to promote role opportunities.
- Systematically gather volunteer feedback as well as feedback from organisations providing volunteers – You will then set appropriate targets for improved performance.
- Line manage the receptionist and develop and manage a volunteer reception team.
- Manage and support corporate volunteering opportunities working with key decision makers at a corporate level.
- Manage and support college and university student placements influencing key decision makers to ensure that students are able to enhance the Manchester Youth Zone.
- Report to the Board of the Youth Zone on volunteering and the impact which they are having.
- Drive the culture change of staff to see volunteers as integral in all that we do and the means by which we can deliver more with our young people and to reach more young people. Leading by doing and demonstrating this will include co-ordinating Volunteer led, light touch coaching programme – Thrive Buddies.
- Lead our communications strategy with volunteers and ensure that the volunteer story is part of the corporate communications strategy.
- Maintain and update, in line with legislation; policies, procedures and systems including risk assessments, relating to the volunteer programme as required.
- Maintain volunteer information on Salesforce and undertake any other administrative duties as necessary.
- The role will involve working whenever volunteers are deployed and will include evenings and weekends to gain feedback and ideas from volunteers and staff to a) ensure that their contribution is improving the programme, b) ensure that they feel that they are making a positive contribution and that their time is valued

YOUR SKILLS & ATTRIBUTES

So, what does it take to succeed in this role? We're looking for someone who genuinely wants to make a positive difference in the lives of our young people. The right candidate will have experience of co-ordinating volunteering programmes, also of managing, training and developing people.

We want you to be passionate about volunteering and able to deliver a high-quality provision, as well as being able to think strategically and creatively, to plan, organise, manage and be a conscientious administrator.

QUALIFICATIONS

- Ideally you have a Level 3 (or above) qualification in HR or working with young people ([Info here](#) for guidance), or equivalent demonstrable experience.
- A driving licence that enables you to drive a minibus would be a bonus!

EXPERIENCE OF

- HR, ideally in the voluntary sector.
- Driving transformational change – Supporting workers to implement this change
- Supervising and supporting volunteers and developing teams of voluntary or paid workers.
- Design and delivery of training

KNOWLEDGE & UNDERSTANDING

STUFF YOU TELL PEOPLE ABOUT

- Creation/development of volunteer teams who are committed to engaging and building positive relationships with all young people including disengaged and disadvantaged young people.
- Reporting on the investment in volunteers to funders
- Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary.
- Understanding of Safeguarding how it effects young people and the measure to safeguard them.
- The ability to deal with information in a confidential manner and respond with sensitivity.
- A flexible and non-judgmental approach to people and work.
- Ability to understand, follow and implement strategy, policy and procedure.
- Excellent interpersonal skills, with significant experience of building, managing and sustaining relationships with a wide range of people from all social and professional backgrounds.
- Knowledge of health and safety, data protection and safeguarding best practice and how these relate to the members of the Youth Zone.
- Self-motivated with an ability to be a flexible and supportive team member.
- Good organisational skills with an ability to prioritise work, meet deadlines and work effectively under pressure.
- Good admin and IT skills, and an ability to maintain records and produce clear written and oral reports

THE OTHER STUFF

- Excellent attention to detail and communication skills
- The capacity to inspire and motivate others.
- Strong interpersonal skills and the ability to deal with a diverse range of people.
- High level of personal integrity and professionalism.
- Commitment to personal and professional development - we love ambition!
- Interested in the developing the voluntary youth sector in the North of Manchester.

BENEFITS & GOOD STUFF



ONSITE GYM

For gym bunnies or fitness fanatics



PAID R&R

14% of the hours you work back as holidays



PENSION

5% employer contribution after your first 6 months, but you pay 5% too...



LIFE INSURANCE

We got you covered, fingers crossed you don't need it!



INCOME PROTECTION

In case you're under the weather



POOL TABLE & TABLE FOOTBALL

Practice your sharking skills

In accordance with our Recruitment and Selection Policy, we are not able to accept applications from current or former members, Young Leaders or regular service users for safeguarding reasons, for a period of at least one year since they last attended Manchester Youth Zone in this capacity.

All internal applicants will be guaranteed an interview, though will be assessed to the same criteria as external applicants and so are encouraged to submit a full and thorough application.

In accordance with our safeguarding procedures, this position requires a DBS check.

The Manchester Youth Zone is an equal opportunities employer and welcomes applications from all sections of the community.

THE BORING

(but important!)

STUFF

Application Information

Deadline Friday 30th April 2021 at 12pm
Interviews Week beginning 10th May 2021 TBC
Apply: Download the Application Form from
www.manchesteryz.org/get-involved/vacancies/job-application/
We will not consider any application which is not submitted on this form.
Equal We would be grateful if you would complete this form which will be processed
Opportunities: anonymously: <https://forms.gle/9L82eLp3rBdXPAJGA>
More info Please contact Tracy Sparkes on tracy.sparkes@manchesteryz.org
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www.manchesteryz.org