



Job Title: Project Manager (#TeamHerts Volunteering)
Hours: 35 hours per week (full time)
Salary: £26,000 - £29,000 per annum (depending on experience)
Holiday: 23 days per annum (plus Bank Holidays)
Contract: Fixed term contract until end of March 2021 (with expected extension to March 2022 subject to funding)
Location: NHCVS office, Letchworth Garden City with regular travel across the county

#TeamHerts Volunteering is an exciting countywide project supporting the public to access volunteering information as well supporting organisations to improve their volunteer management and recruitment. It also celebrates the wonderful contribution that volunteers make across Hertfordshire and the vital impact that they have on the communities in which we live. This role involves managing and developing the project to ensure that the right support, partnership working, and promotion is in place to fully deliver the objective of increasing good quality volunteering opportunities across the County and access into volunteering in Hertfordshire.

The role also includes overseeing our Reach Out project which provides volunteer support to those who have recently been discharged from hospital and have been identified as socially isolated or lonely. This includes line management of the Reach Out Project Manager and leading on the strategic development of the project as it expands Countywide.

This role will also be part of a newly formed Senior Management Team which will support the evolution and development of the charity moving forwards.

JOB DESCRIPTION

Project Development

- Manage, develop and deliver the #TeamHerts Volunteering project according to the contracted project plan.
- Arrange and chair Steering Group meetings to reflect on the developments of the project, making sure the group have a full representation of volunteering in Hertfordshire.
- Identify and implement new ideas with support from the steering group.
- Undertake research in relation to the local population areas to support the development of the project.
- Support the CEO with contract reviews and bid writing relating to the project.

HR

- Organise meetings with your direct reports, teams and office volunteers and follow up any actions highlighted.
- Line Manage the #TeamHerts Volunteering Marketing and Volunteering Officer and Reach Out Project Manager including regular supervisions, appraisals and developmental support.
- Manage the #TeamHerts Volunteering Support Volunteer.
- Oversee the line management of the Marketing Intern

Marketing and Communications



- Oversee the marketing and communications for Reach Out Hertfordshire and #TeamHerts Volunteering.
- Support the development of innovative marketing and promotional campaigns.
- Support the Marketing Volunteering Officer to develop promotional materials and publicity to be distributed across the county.
- Oversee the development of the project websites to ensure they remain relevant, up to date and accessible.

Monitoring

- Attend contract meetings with Hertfordshire County Council to review contract delivery.
- Manage and maintain up to date information about volunteering and volunteer opportunities.
- Provide links and contacts for case studies, testimonials and the e-newsletter.
- Monitor and evaluate the effectiveness of initiatives, providing reports to management, partners and funding bodies as required.
- Manage and administer effective quality assurance systems and ensure that feedback is gathered in the most effective way.
- Work with the Marketing and Volunteering Officer to collect data that reflects the impact of #TeamHerts Volunteering through conversions into volunteering and the impact volunteering has in Hertfordshire.

Best Practice Support

- Support volunteering involved organisations with advice, information and good practice relating to volunteer management.
- Work closely with the Marketing and Volunteering Officer to create and publish relevant resources and documents.
- Develop and deliver training courses and network sessions around volunteer management.

Advocacy for volunteering across Hertfordshire

- Work with community groups, partner organisations and volunteer-involving agencies to develop their flexible volunteering opportunities.
- Work to develop a comprehensive picture of the value of volunteering in Hertfordshire.
- Deliver talks and presentations to promote the #TeamHerts Volunteering project and volunteering.
- Develop relationships, and networks to identify community needs and opportunities.
- Present at and attend key stakeholder events and meetings, and where appropriate act as the advocate for volunteering.
- Ensure volunteering opportunities are open to people of all abilities and from all walks of life.
- Work with Hertfordshire County Council to develop new elements of the project to support current local government policy.
- Attend and support Hertfordshire County Council with their volunteer management and attend their internal volunteer meetings.

Events

- Oversee the delivery of #TeamHerts Volunteering events, supporting with bookings, venue hire and promotion where appropriate.
- Work with the Marketing and Volunteering Officer to devise and hold two countywide conferences on best practice working with partners where they have been developed.
- Oversee relationships with partners who co-host events with us.
- Work with the Marketing and Volunteering Officer to run workshops as appropriate.
- Work with the Marketing and Volunteering Officer to design and deliver an effectively and engaging event plan which hits/exceeds target audience numbers.

Brokerage

- Work with local businesses and corporate bodies to develop their employee volunteer schemes.
- Develop relationships with local volunteer involving organisations and broker activities with corporate businesses.
- Oversee the volunteer support phonenumber and the development of the new volunteer brokerage service.

Budgeting

- Create, oversee and manage the financial budget of the #TeamHerts Volunteering project.
- Oversee and support the Reach Out Project Manager with budgeting and financial reporting.

Reach Out Hertfordshire

- Line Manage the Reach Out Project Manager
- Support and oversee the development and expansion of the Reach Out project across Hertfordshire/
- Ensure that the project hits all agreed targets and outcomes with Hertfordshire County Council.
- Attend meetings with Hertfordshire County Council around the development and funding of the project.
- Work with the CEO and Project Manager to develop the strategic development of the project into a fully funded countywide model.

General responsibilities (common to everyone)

- Promote NHCVS and its activities, and act in accordance with its principles.
- Attend meetings and events and represent NHCVS as required.
- Contribute to fundraising and to project management.
- Work within agreed procedures, regulations and systems, including for accounting, expenses, communications, data collection, monitoring, and quality assurance.
- Establish and maintain professional and supportive relationships with colleagues and with local groups.
- Undertake such other work as may reasonably be required from time to time.

This post requires enhanced disclosure from the Disclosure and Barring Service

PERSON SPECIFICATION

Knowledge, skills and attributes

The post-holder must demonstrate and maintain the following knowledge, skills and attributes.

Knowledge

<i>Essential</i>	<i>Desirable</i>
Educated to degree level or a minimum of 3 years' experience in a similar role	
Extensive experience of initiating and developing a community-based project or activity	Experience of managing and reporting on the delivery of a programme or project to an external funder
Experience of recruiting and supporting volunteers, including extensive experience of developing and sharing good practice	
Experience of giving presentations and public speaking	Level 3 Award in Education and Training
Experience of developing and delivering projects involving volunteers and volunteer-involving organisations	
Experience of monitoring and evaluating projects effectively	
Experience managing staff	Experience of managing volunteers
Good knowledge of local needs, priorities and service providers	Experience of working in the charity sector with established links and relationships

Skills

<i>Essential</i>	<i>Desirable</i>
Excellent verbal and written communication and the ability to tailor the style to the audience	Experience of copy or report writing
Excellent skills in networking and negotiation: the ability to establish relationships, influence decisions and persuade or recruit people to your point of view	

Ability to problem-solve and re-prioritise plans and activities to take advantage of opportunities that fit within the strategy of the campaign	
The ability to work to deadlines and manage competing priorities effectively.	
A high level of competency in ICT	Knowledge of Office 365 and online platforms such a Mailchimp and Survey Monkey

Attributes

<u>Essential</u>	<u>Desirable</u>
Passionate about volunteering.	Experience of volunteering in the local community
Committed to delivering services in a multi-cultural setting.	
Able to work well independently and as part of a team.	
Capacity to work effectively on big ideas, on small details and on routine processes.	
Passionate about openness, accountability, quality assurance and continuous improvement.	
Able to identify and assess opportunities for joint working.	
Passionate about learning and personal development: for yourself and others.	
Committed to the highest professional and ethical standards.	
Ability to work evenings and weekends as required.	
Full, clean driving licence and access to a car for work	