



# VOLUNTEERING LEAD

Location: Hybrid or home based with regular travel to London office.

Hours: 5 days pw / 35-hour week

Salary: £30-£35k depending on experience.

Reporting to: CEO

## BACKGROUND

Stammering has historically been used to evoke humour or suggest inadequacy. Little wonder that many who stammer face daily ignorance, discrimination and disrespect. This can affect job prospects, mental health and cause social isolation. It can result in making a GP appointment a nightmare, stop you accessing a service altogether and leave you feeling disbelieved. We're here to change that.

We're embarking on a new strategy, fuelled by the National Lottery, which includes significantly scaling up our volunteer operations which will be headed up with this new post. We've already a team of over 30 brilliant volunteers. Our services are central to what we do - so you'll be at the very heart of it all. Recruiting and supporting volunteers across the helpline, training and advocacy services, including supporting our amazing group leaders around the country.

You'll be at home, working online, recruiting and interviewing new volunteers, pulling teams together, planning and strategising systems to support our amazing volunteers. You've great people skills and a talent for bringing out the best in people, spotting their strengths, building up their confidence. You'll be supported by our Salesforce Manager and Content & Communications Lead and will work alongside colleagues heading up our services. We're at the start of a new 5-year journey to create space for people who stammer - so we're building our team. This is a new role at STAMMA, so there is space to shape, create and shape volunteering at the start of our new strategy. Now couldn't be a better time to join.

## **JOB SPEC**

### **Essential Skills & Experience**

- At least 3 years' experience of volunteer management. We're particularly looking for experience with **online** recruitment and management of volunteers.
- Experience of setting up new volunteering systems and training so we can scale up operations.
- An understanding of best practice and the regulations around volunteering.
- Thorough understanding of safeguarding practices and issues. The postholder will be the safeguarding lead in this role.
- Experience of presenting to groups of people and facilitating discussion and initiatives and coaching individuals.
- Strong writing and presentation skills.
- Experience of working within voluntary sector.

### **Desirable**

- Experience of organising volunteer events.
- Experience of working with local groups and/or working with a membership organisation.
- Experience of using a CRM or volunteering management system.
- It would be great if you stammer, but not essential.

### **Soft Skills**

- Leadership
- Self-starter
- Able to manage and prioritise a varied workload within deadline.

## **RESPONSIBILITIES**

We expect to recruit from our members and from the community of those who stammer or those who support people who stammer (speech & language therapists, family and friends).

- Recruit and induct new volunteers to support our services, working with the Services Director and the Training & Outreach Lead.
- Work with the service managers to review training and update training modules.
- Ensure there is appropriate training, support, supervision and acknowledgement for volunteers and ensure processes comply with the charity's values
- Research and write volunteer policies and procedures, including risk assessments.
- Support and recruit volunteer community leaders for our groups and networks; work with them to aim for consistent quality across the groups experience and develop an online training programme for leaders. Longer term, put a funding case together to support a training weekend for community leaders.
- Keep records on which community groups are active and identify areas of need and feedback mechanisms.
- Work with Content & Communications Lead to produce regular mailings and volunteer recruitment campaigns.
- Keep up to date with legislation, best practice and policy related to volunteering and make any necessary modifications to accommodate changes.
- Maintain the database of volunteers and ensure all volunteers are registered members.
- Manage budgets and resources, including the reimbursement of volunteer expenses.

## **BENEFITS**

STAMMA offers a flexible working environment. We have an office near Covent Garden, or you may work from home. Time off in lieu is available for those working extra hours. The charity matches up to 8% towards a Pension Scheme. All staff are required to attend six-weekly in person team meetings at the London office.

### **Holiday entitlement**

Attractive holiday package totalling 28 days pa, including end of year closure, plus Bank Holidays. Pro rata for part time staff. We close from Christmas to the New Year.

### **Flexible working**

You may work from home or our office in London. Staff meet virtually every day at noon, and physically every 6-8 weeks in London. Occasionally, you may be asked to work weekends and evenings but will be offered time off in lieu.

### **Pension**

Nest pension scheme. STAMMA will pay a minimum contribution of 5% and will match contributions up to 8%. Employees must pay a minimum of 5%.

### **Staff**

A small friendly staff team.

### **PLEASE NOTE**

This is a hybrid role, and all staff are expected to attend team meetings, held in London, every 6-8 weeks. Candidates need to be based in mainland UK as they will be expected to attend in-person staff meetings and visit local groups.

**Previous candidates need not apply.**

## **RECRUITMENT PROCESS**

If you think you fit the bill and can tick most of the boxes needed under the Job Spec, then do apply. Please send [Jacqueline Fitzsimmons](#):

1. A CV.
2. A cover letter of no more than 2 pages to explain why you want this job and how you fit the Job Spec, with particular attention to skills and experience. Applications without a cover letter will not be accepted.

### **Deadline for applications 23<sup>rd</sup> April.**

Ongoing	Short one-to-one Teams informal chats will be offered to long-listed candidates in the first instance with the CEO, so try and get your application in before 29 <sup>th</sup> April. Candidates will then be shortlisted for a panel interview via Teams.
Tues 29 <sup>th</sup> April	1 <sup>st</sup> Panel Interview (online)
Thurs 1 <sup>st</sup> May	Meet the staff (online): If you reach the 2 <sup>nd</sup> round you'll get the chance to meet the staff and get a feel for the people you'll be working with.
Fri 9 <sup>th</sup> May	2 <sup>nd</sup> Panel interview, in person, London. Those attending the 2 <sup>nd</sup> panel interview will be expected to prepare a short presentation.

If there's anything about the interview process that worries you or will make it hard for you to demonstrate your skills and competence, let us know. We're happy to discuss adjustments so that we can find the best candidate for the job and support you.