

# Job Description – Head of Volunteers



## **Title: Head of Volunteers**

**Overview:** The England Touch Association (ETA) is the National Governing Body for Touch in England and our goal is to grow and sustain the sport. Our focus is to develop the game, grow participation and help more people to play Touch, more often.

**Role purpose:** The Head of Volunteers will lead on all aspects of volunteer wellbeing, including developing a strategy to recruit, reward and retain volunteers.

The key responsibilities will be:

- Lead on the development of a strategy to recruit, reward and retain volunteers.
- Increase the diversity of volunteers to ensure the organisation is drawing talent from the widest pool available.
- Lead on volunteer wellbeing, acting as a first point of contact for volunteers and reporting to the Board on volunteer wellbeing.
- Develop and conduct an annual survey of volunteers to understand where the organisation is performing well and where it could improve.

**Experience:** At least one year's experience managing a team and/or working with volunteers.

**Hours required:** 1-2 hours per week.

**Locations:** Work from home and various locations as and when required.

**Contract type:** Appointed by the Board on a one-year contract with the opportunity for one-year extension.

**Salary:** Voluntary, with reasonable expenses paid.

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## Skills and Qualities:

<b>Person specification</b>	<b>E</b>	<b>D</b>
Proven track record of managing a team and/or working with volunteers.	X	
Exceptional written and verbal communication skills with a proven track record of building relationships with a diverse range of people.	X	
Excellent personal skills, with the ability to listen to a diverse range of views with empathy and understanding.	X	
Experience of undertaking simple evaluation / analysis work and preparing reports for senior colleagues.		X

## Scope of job/key elements:

<b>Main Duties and Job Accountabilities</b>	<b>Measures and Input Required</b>
Strategy	Lead on the development of a strategy to recruit, reward and retain volunteers, drawing on research and best practice from the voluntary sector. Ensure the strategy includes steps to increase the diversity of volunteers to ensure the organisation is drawing talent from the widest pool available.
Wellbeing	Liaise regularly with ETA volunteers to understand their motivations and the challenges they face. Work with the Board and wider organisation to address volunteer concerns to help improve organisational culture.
Reporting	Develop and conduct an annual survey of volunteers to understand where the organisation is performing well and where it could improve. Prepare a report for the Board to highlight areas of concern with potential solutions for improving volunteer wellbeing.