



# 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 expanding 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 recruiting and interviewing new volunteers, pulling teams together, planning and strategising. 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
- Understanding of the laws and regulations around volunteering.
- Experience of recruitment, managing volunteering shifts, supervision and monitoring.
- Thorough understanding of safeguarding practices and issues.
- 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 volunteer groups or networks.
- Experience of using a CRM or volunteering management system.
- It would be great if you stammer, but not essential.

### **Soft Skills**

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

## **RESPONSIBILITIES**

- 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 all volunteers and ensure recruitment and processes comply with the charity's values & EDI requirements
- Research and write volunteer policies and procedures, including risk assessments.
- Support and recruit volunteer community leaders; work with them to aim for consistent quality across the groups experience and develop an online training programme for leaders, and 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 for volunteers and recruitment drives and promote volunteering through recruitment and publicity strategies and campaigns.
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.
- Maintain the database of volunteers + ensure all volunteers are registered members.
- Manage budgets and resources, including the reimbursement of volunteer expenses.

## **BENEFITS**

STAMMA offers a flexible working environment, with an office near Covent Garden, or you may work from home, and 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 for all staff.

### **Flexible working**

We have an office in London which you can work from full or part time. Otherwise, staff meet virtually every day at noon, and physically every 6-8 weeks or so in London. Occasionally, you may be asked to work weekends and evenings to attend online or in person events 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.

## **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.

Deadline 12<sup>th</sup> March.

**If you want to chat through the post first, email [Jane Powell](#)**

One to one Zoom interviews will be held in the first instance with the CEO. Candidates will then be shortlisted for a panel interview via Zoom.

1<sup>st</sup> panel interview      Online, 18<sup>th</sup> March  
2<sup>nd</sup> panel interview      London, in person, 25<sup>th</sup> March

If you reach the 2<sup>nd</sup> round you will get the chance to meet the staff team and get a feel for the people you'll be working with. 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 to our standard processes so that we can find the best candidate for the job and support you.