

## JOB DESCRIPTION

### Head of Volunteering

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

#### Job Purpose

As a member of the Corporate Leadership Team (CLT) and reporting directly to the Director of Service Delivery, you will be responsible for ensuring, within your area of responsibility, that VSS's strategic objectives are being met, You will have a key role in developing future strategies and initiatives, primarily but not limited to volunteering, that ensure that people affected by crime are supported when, where and how they choose, regardless of where in Scotland they live.

You will have responsibility for all aspects of planning in your area, including staff and volunteers and ensuring that they are skilled, confident and capable and have everything they need to enable them to effectively support people affected by crime.

#### Key Accountabilities

The role has overall responsibility:

##### Volunteering

- To provide leadership on the implementation of VSS's strategic objectives as they relate to volunteering across VSS.
- Promote and enable an excellent volunteering experience throughout VSS in order to support recruitment and retention of volunteers and provision of excellence in our service for victims and witnesses.
- To build a culture of excellence in volunteering support and leadership throughout the organisation, bringing expertise, innovation and collaboration to address volunteering challenges throughout the organisation.
- Lead the volunteering team within VSS in a collaborative manner that promotes volunteering expertise, supports local teams and volunteers, and enhances our operating model across Scotland.
- To provide leadership and oversight of effective volunteer recruitment, selection, learning and onboarding. Ensure that these processes are effective in supporting local teams in building and maintaining sustainable volunteer team,
- To be responsible for the development, implementation and review of volunteering strategy that fits with our strategic objectives, is ambitious and has quality at its' core.
- To keep up-to-date on the latest research and thinking across the volunteering sector and bring this learning as appropriate to the wider VSS team and leadership.
- To collaborate with comms and marketing colleagues to develop exceptional targeted volunteer marketing strategies.
- To lead on the building of a volunteering community within VSS, in which supporters are keen to get involved and volunteer their time and feel a sense of belonging to the organisation. Ensure that there are effective communication channels in place to facilitate communication with, between and to volunteers and in a co-productive manner.
- To work with local colleagues in service delivery to drive improvements locally in volunteering, to drive improvements in volunteer retention rates and succession planning across the entire organisation.

- To work effectively with external partners to meet VSS' strategic objectives and the success of volunteering activity within the organisation
- To ensure there are many opportunities for the voices of people affected by crime to be heard and that feedback is acted upon where improvements are required across the volunteering function

### **Managerial responsibilities**

- To be responsible for resource planning across your area of responsibility
- To undertake regular budget monitoring, compliance and forecasting that relate to your area of responsibility
- To be responsible for the performance of all staff and volunteers within your area of responsibility including recruitment and selection, induction, learning & development, performance management, disciplinary and absence process as required.
- To be responsible for agreeing and working towards KPIs, monitoring and evaluating performance and collaborating with colleagues as required
- To be the Investigating Officer for complaints, disciplinary and grievance procedures as required
- To promote and be a role model for the adoption of Digital and IT Strategy across your areas of responsibility
- To be responsible for statutory and governance reporting and compliance in your area of responsibility
- To be responsible for ensuring Health & Safety compliance and reporting in your area of responsibility and undertake liaison with VSS' competent person as and when required
- To ensure you and your team are fully trained in VSS' GDPR guidance and support compliance with your area of responsibility
- To ensure you and your team are fully trained in safeguarding guidance and ensure compliance for all staff in your area of responsibility
- Take responsibility for reviewing and developing policies and procedures to meet the needs of the organisations, primarily but not limited to volunteering activity.
- To provide regular reporting to the Director of Service Delivery and ELT as required.
- To provide effective support and performance management to ensure all staff within line management remit achieve their objectives within the agreed timescales. Work with locality management to agree any objectives regarding volunteering culture and activity.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning
- To lead on specific projects and/or short life working groups as required by the Executive Leadership Team (ELT)

### **Leadership Behaviours**

- Be a positive role model, showing energetic, determined, positive, robust and resilient leadership with an ability to inspire confidence and respect and exemplify high standards of conduct and integrity for all staff and volunteers.
- Adopt a flexible leadership style, able to move through visioning to implementation, through collaboration/ consultation to challenge as appropriate and able to give and receive constructive feedback.
- Always follow VSS policies and procedures, work collaboratively and positively with colleagues, including providing peer support and management cover when required.
- At all times role model the behaviours and values of VSS.
- Demonstrate trauma-informed leadership training and embed the learning in all aspects of the role and your team

**Internal:** Executive Board, ELT, CLT, Heads of Functions and all VSS Staff and volunteers  
**External:** Victims and witnesses of crime, Scottish Government, Stakeholders, Partners, Other Agencies and Professionals, Media.

- Building positive and mutually beneficial strategic relationships with external partners and able to represent the organisation effectively and professionally in a range of external settings
- Strong ability to communicate effectively with colleagues, able to adapt your approach in line with individual needs and a complex range of situations
- Excellent verbal and written skills
- Dealing with sensitive and contentious information
- Communicating effectively with a diverse range of audiences

### Additional Duties

- Acting on own initiative and discretion and able to ask for support.
- Responsible for evaluating analysing and using sound judgment to solve problems and make decisions which will impact across VSS
- Responsible for the volunteer team budget, ensuring that you understand it and that expenditure is kept within budget and VSS's financial policies and procedures are followed
- Work with the Director of Service Delivery and Head of Finance to review financial performance on a quarterly basis to inform decision-making and the business planning process
- Produces business critical information to inform partnership working and new business opportunities, ensuring the confidentiality of all data and business information, and that information is collected and used in line with GDPR, current data protection legislation and VSS's policies and procedures
- Responsible for working with colleagues in assessing the viability of partnerships or initiatives that address areas of unmet need
- Any other duties that may arise in line with organisational needs

### KEY REQUIREMENTS

KEY REQUIREMENTS			EVIDENCED
<b>1.</b>	<b>Qualifications</b>		
	Educated to degree level or above	E	
	Evidence of Continuing Professional Development	E	
<b>2.</b>	<b>Skills / Abilities</b>		
	Proven project management skills	D	
	Excellent written and presentation skills	E	
	Negotiation skills	D	
	Demonstrate digital approaches to your area of work	E	
	Ability to develop effective internal and external relationships and networks that enable the understanding and delivery of broad organisational goals	E	
	Effective leadership style, able to build confidence and motivate and improve performance	E	
	The ability to plan and organise a complex workload with shifting deadlines in order to meet specific targets, ensuring quality output	E	

	Ability to think in innovative ways and skilled at problem solving	E	
	Strong and demonstrable customer focus	E	
	Ability to deliver stretching objectives through effective prioritisation, and efficient use of resources	E	
	Ability to deliver change using range of influencing, negotiation, facilitation and process skills	E	
	Analytical skills – must be able to understand, collect, analyse, report and present data	E	
	Ability to prepare, manage and monitor budgets	E	
	Excellent verbal and written communications skills, along with the ability and confidence to provide advice and guidance to build positive working relationships	E	
	First class communication and customer service skills, with the ability to develop long term business relationships and networks	E	
<b>3.</b>	<b>Experience</b>		

	Substantial leadership experience at a senior level in a charity, or volunteering involvement organisation	E	
	Demonstrable experience of leading a volunteering function in a charity or volunteer involving organisation.	E	
	Experience of CRM management	E	
	Experience of successfully implementing a digital solution to support volunteering in an organisation	D	
	Experience of service design and re-design approaches	E	
	Proven skills in influencing, communication and working collaboratively; building professional networks to enhance organisation profile and improve outcomes for people or communities	E	
	Experience of strategic project development, through innovation and effective leadership resulting in increased flexibility and improvements.	E	
<b>4.</b>	<b>Knowledge</b>		
	Expert knowledge of the voluntary/charitable sector in the Scotland	E	
	Knowledge of VSS and the work we undertake	D	
	Excellent working knowledge of partnerships.	E	
	Excellent knowledge of GDPR legislation and practice	D	
	Understanding of a trauma-informed approach	E	
	Comprehensive knowledge of legislation relating to Safeguarding and implementation of best practice.	D	
<b>5.</b>	<b>Behaviours</b>		
	Highly self-motivated with effective leadership style and a self managing “can do” attitude	E	

	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Ability to cope with rapid and sustained change and competing demands	E	
	Outcome focused	E	
	Honesty and integrity	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Strategic thinker, able to deliver the vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	