

# Volunteers Manager

Recruitment Pack

August 2018



Thank you for taking the time to explore this exciting senior post within Scripture Union Scotland.

The vision of Scripture Union Scotland is to “see the children and young people of Scotland exploring the Bible and responding to the significance of Jesus”.

The Volunteers Department is integral to the fulfilment of this vision. Each year over 2,000 people volunteer with us and a key aspect of this role involves the recruitment, selection, placement and monitoring of volunteers as well as the development of appropriate training for various cohorts of volunteers. Under the leadership of the Volunteers Manager, the staff team ensures that SU Scotland activities - holidays, weekends, missions and SU groups in schools - have appropriate numbers of volunteers placed with them.

Our current Volunteers Manager retires at the end of December 2018. Please read the advert for this role, the job description, the person specification and the terms of employment. If you have further questions about the role and you'd like to talk informally please get in touch and I'll be delighted to discuss this opportunity further.

With kind regards,



Jackie Ringan

**Director of Development (Recruiting Manager)**

**Tel:** 0141 352 7622 (Glasgow)

**Email:** [Jackie.Ringan@suscotland.org.uk](mailto:Jackie.Ringan@suscotland.org.uk)

## **Volunteers Manager**

### **Milton Street Office, Glasgow**

**Salary £29,802 - £31,372 per annum (dependent on experience)**  
**Plus generous pension scheme**

Scripture Union Scotland's vision is to see the children and young people of Scotland exploring the Bible and responding to the significance of Jesus. We are a national charity, with almost 100 staff and over 2,000 volunteers. Our activities take place in schools, outdoor activity centres, and in communities with churches.

The role of Volunteers Manager is an exciting and varied position that works across the whole organisation, to support the staff team as they seek to recruit and equip volunteers for all aspects of SU Scotland ministry. Much of the role is relational with the SU Scotland staff team and volunteers across the nation. The role also carries significant responsibility for safeguarding.

You will be able to demonstrate understanding and experience of working with and managing volunteers, possess first class oral and written communication skills and have some experience of safeguarding. You will be an enthusiastic leader, have some experience of management, be ready to take responsibility and be able to demonstrate the initiative necessary to lead this department.

For this post, it is important that you are committed to SU Scotland's ethos, working principles and vision and are able to demonstrate this through your commitment and motivation. It is also an Occupational Requirement (Equality Act - part 1, schedule 9), that the post-holder is a committed Christian.

More information and an application pack can be downloaded from our website:  
[www.suscotland.org.uk/jobs](http://www.suscotland.org.uk/jobs)

Alternatively you can email [vacancies@suscotland.org.uk](mailto:vacancies@suscotland.org.uk) or call us on 0141 352 7634.

**Closing date:** Monday 1<sup>st</sup> October

**Interview date:** Tuesday 9<sup>th</sup> October

## Scripture Union Scotland Volunteers Manager Job Description

|                              |                                                                                                                                                                                                                                                                       |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>JOB TITLE:</b>            | Volunteers Manager                                                                                                                                                                                                                                                    |
| <b>LOCATION:</b>             | Milton Street Office, Glasgow                                                                                                                                                                                                                                         |
| <b>REPORTS TO:</b>           | Director of Development                                                                                                                                                                                                                                               |
| <b>LINE MANAGEMENT OF:</b>   | Volunteers Administrator; Volunteers Admin Assistant                                                                                                                                                                                                                  |
| <b>CONTRACT TERM</b>         | Permanent                                                                                                                                                                                                                                                             |
| <b>PURPOSE:</b>              | To fulfil the vision and values of Scripture Union Scotland through leading the Volunteers Department staff team and providing leadership in volunteer recruitment, monitoring, development and retention                                                             |
| <b>WORKING RELATIONSHIPS</b> |                                                                                                                                                                                                                                                                       |
| <b>INTERNAL:</b>             | Leadership Team (Chief Exec and Departmental Directors); Regional Team Leaders; Missions Development Manager; Holidays Manager; Activities Manager; Communications Manager; Finance Department; IT Department; SU Scotland Team Leaders (Holidays, Missions, Schools) |
| <b>EXTERNAL:</b>             | Volunteer Scotland (Disclosure Services); Scottish Churches Safeguarding Committee; counterparts fulfilling similar roles in other charities including Scripture Union England and Wales                                                                              |

### OVERVIEW

Scripture Union Scotland's vision is:

**to see the children and young people of Scotland  
exploring the Bible and responding to the significance of Jesus**

We are an interdenominational movement committed to reaching the children and young people with the good news of Jesus Christ. Much of our work is in schools, residential and missions: either working with children and young people, or encouraging and enabling volunteers and churches to develop their ministry amongst them. In all our activities we seek to place emphasis on prioritising the disadvantaged, working with the church, taking account of the family context of the children and young people we work with and evaluating the effectiveness of ministry.

Working as part of the Development Department within SU Scotland, the Volunteers Manager manages the Volunteers Department in their role of overseeing the recruitment, placement, monitoring, development and retention of volunteers across every aspect of SU Scotland's ministry.

SU Scotland activities are served by over 2,000 volunteers, supported by a small staff team. The Volunteers Manager plays a key role in encouraging and enabling the involvement of new volunteers, as well as ensuring excellent support for existing ones.

Professional development is taken seriously for SU Scotland staff and regular training opportunities, formal and informal, are provided within SU Scotland and with other agencies.

## **Main tasks and responsibilities**

### **1. Spiritual leadership:**

As a senior member of staff and a practising Christian, to be involved in the strategic leadership of SU Scotland and to demonstrate commitment to the SU Scotland ethos, modelling Christian lifestyle, values and work practices to staff and volunteers. Full participation in the life and ministry of SU Scotland will include:

- participation in (and lead) staff prayer gatherings
- involvement in the annual staff residential conference (48 hour) and other staff meetings
- network with counterparts fulfilling similar roles with other charities

### **2. Volunteer recruitment and management:**

To be responsible, in partnership with departmental Directors, for the recruitment and selection of volunteers across the range of SU Scotland ministries. This will include:

- work with the Holidays Dept, Missions Development Manager, National Ministries and Associate Workers to ensure the selection, appointment, training and monitoring of Team Leaders is carried out in accordance with SU Scotland policies and procedures
- developing strategies, with relevant SU Scotland staff, to increase the number of volunteers to meet ministry opportunities
- production of publicity material and information. Involvement in promotional events and activities, seeking to maintain a high profile of the volunteering opportunities available
- assess, identify and arrange opportunities for training of volunteers – food hygiene, activities training
- act as principal contact for any complaints raised by or about volunteers
- review and develop of strategies to ensure communication with volunteers is of the highest standard
- involvement in the development and, where appropriate, leadership of training for volunteers
- conduct a biennial volunteer survey, analyse results and form relevant development plans

### **3. Operational aspects and administration:**

- lead the work of the Volunteers Department, carrying out regular supervision and annual development reviews and be committed to a high level of teamwork
- act as SU Scotland's key contact with Volunteer Scotland (Disclosure Services) Scotland and other appropriate authorities in relation to volunteer recruitment and legislation
- be involved in the annual review of the organisation's child protection policy along with the Director of Development
- ensure the Volunteers Department delivers a consistent and excellent customer experience for both potential and existing volunteers
- ensure continued development of the on-line volunteer application process
- liaise with Team Leaders on the placement of volunteers and the completion of teams for Holidays, Weekends, Missions and SU Groups
- manage the administration of SU Scotland's COMMISSION programme ensuring placements for trainee leaders at holidays, weekends and missions
- create and manage the Volunteers Department budget and ensure activities remain within budget
- manage and analyse data to understand the needs of the organisation in relation to volunteers

### **4. Incident Management**

- fulfil the responsibilities of Duty Staff Member on a rota basis (after training and induction)
- serve as a member of the Incident Management Team attending training and scenario days

## **5. Wider Leadership and Reporting**

- attend meetings of the Wider Leadership Team ensuring outcomes are actioned within the Volunteers Department
- membership of the Volunteers Strategy Group, preparing reports playing a key part in decision-making
- attend the Development and Growth Board Committee, preparing reports as requested

## **6. Support raising**

Each member of the SU Scotland staff team is involved in support raising and contributing our current strategy focus of “grow the team”. Support Development staff will resource you for this task and your line manager will agree an action plan with you that reflects the nature of your role. Time is set aside as part of the working week for these tasks. Action plans may include:

- personal approaches to potential donors and prayer supporters to invite them to partner in your ministry
- regularly updating your action plan and keeping track of tasks undertaken
- regular communication with existing prayer and financial supporters to ensure they are well-informed and their contribution appreciated
- promoting volunteer opportunities

## **7. In common with all SU Scotland staff members**

- further the aims and objectives of SU Scotland
- undertake personal development through active participation in annual work reviews, supervision and internal or external training as required
- take part in other SU Scotland activities where appropriate
- demonstrate commitment to the SU Scotland ethos, vision, values and work practices, and the wider ministry of SU in Scotland and beyond

## **8. In common with all SU Scotland Line Managers:**

- take responsibility for ensuring that staff development policies and practices are implemented for all members of staff within her/his area of accountability – including performing an annual development reviews for each direct report

The above list is intended to give an indication of the range of duties for the role. Other tasks / responsibilities appropriate to the remit will be expected as required.

## **Occupational Requirement**

An Occupational Requirement applies in terms of the Equality Act (part 1, schedule 9).

This post requires the occupant to have a personal faith in Jesus Christ as Saviour and Lord and to believe the Bible to be fully trustworthy, in all that it affirms, and the highest authority for faith and life in keeping with SU Scotland’s statement of faith. These principles require to be applied alongside the professional skills required in this role.

Appointment will be subject to a satisfactory PVG Scheme Disclosure.

**Scripture Union Scotland  
Volunteers Manager  
Person Specification**

| <b>CRITERIA</b>                                                                                                                                                | <b>ESSENTIAL</b> | <b>DESIRABLE</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| <b>Work Experience/Skills</b>                                                                                                                                  |                  |                  |
| Proven experience of working with and managing volunteers effectively, including recruitment, selection and monitoring                                         | ✓                |                  |
| Understanding and experience of operating with safeguarding policies and procedures                                                                            | ✓                |                  |
| Recent roles have involved significant level of interpersonal communication with a variety of stakeholders and age groups                                      | ✓                |                  |
| Ability to manage a budget                                                                                                                                     |                  | ✓                |
| Experience of designing and delivering training to meet the needs of volunteers                                                                                |                  | ✓                |
| Experience of developing partnerships with external organisations                                                                                              |                  | ✓                |
| Excellent written communication and presentation skills                                                                                                        | ✓                |                  |
| Computer literate, experience of Word, Excel, PowerPoint                                                                                                       | ✓                |                  |
| Experience of leading and motivating a team to deliver high quality work and good customer experience                                                          | ✓                |                  |
| Experience of setting and meeting deadlines                                                                                                                    | ✓                |                  |
| <b>Education</b>                                                                                                                                               |                  |                  |
| Qualification at degree level or equivalent                                                                                                                    | ✓                |                  |
| Qualification in volunteer management                                                                                                                          |                  | ✓                |
| <b>Social</b>                                                                                                                                                  |                  |                  |
| A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith and having the confidence of his or her church fellowship | ✓                |                  |
| Able to undertake evening and weekend duties and undertake some residential work away from home                                                                | ✓                |                  |
| Ability to inspire confidence in a variety of contexts                                                                                                         | ✓                |                  |
| <b>Aptitude</b>                                                                                                                                                |                  |                  |
| Ability to communicate confidently, sensitively and diplomatically, with all types of people and within team settings                                          | ✓                |                  |
| Ability to represent the organisation in a professional manner                                                                                                 | ✓                |                  |
| Ability to articulate Biblical truth and communicate this well                                                                                                 |                  | ✓                |
| Capacity to multi-task across a number of simultaneous projects                                                                                                | ✓                |                  |
| Demonstration of commitment and drive                                                                                                                          | ✓                |                  |
| Ability to be both self-motivated and an adaptable team player                                                                                                 | ✓                |                  |
| Willingness to engage with all aspects of support raising                                                                                                      | ✓                |                  |
| Ability to prioritise, structure and manage own workload in order to meet targets and deadlines                                                                | ✓                |                  |
| Awareness of the Scottish church scene and commitment to work interdenominationally                                                                            | ✓                |                  |
| <b>Other</b>                                                                                                                                                   |                  |                  |
| Willing to use own transport and have a full current driving licence                                                                                           | ✓                |                  |
| Able to demonstrate knowledge and understanding of SU Scotland                                                                                                 |                  | ✓                |

**August 2018**

## **Volunteers Manager**

### **TERMS AND CONDITIONS OF SERVICE**

#### **1. HOURS**

The post is full-time, working 37.5 hours per week, subject to variation in accordance with the fulfilment of your responsibilities and by agreement with your line manager

#### **2. PROBATIONARY PERIOD**

The first six months of your employment will be probationary. Your performance will be reviewed throughout this period. If your performance is satisfactory at the end of this period, your appointment will be confirmed. The employer reserves the right to extend your probationary period.

#### **3. TERMINATION OF EMPLOYMENT**

During the probationary period the notice required to be given either by you or Scripture Union Scotland to terminate your employment is one week.

Except during the probationary period, the length of notice which you are obliged to give the organisation to terminate your employment is three months.

Except during the probationary period, the length of notice, which you are entitled to receive from the employer to terminate your employment, is one month until you have been continuously employed for five years. Thereafter you will be entitled to one week's notice for each completed year of service up to a maximum of twelve weeks.

Your employment may be terminated summarily in the event of a breach of contract by you that warrants summary dismissal.

#### **4. SALARY PACKAGE**

Salary will be in the range of £29,802 - £31,372 per annum depending on experience and qualifications. Salary will be paid in arrears, on a monthly basis, on or before the 28<sup>th</sup> of each month.

#### **5. PENSION ARRANGEMENTS**

Scripture Union Scotland operates a Group Personal Pension Scheme for employees over 18 and under 75 years of age. An employer's contribution of between 5% and 9% of gross pensionable salary will be paid (the actual amount depending on your level of employee's contribution) .

#### **6. LIFE INSURANCE COVER**

Life insurance cover of three times your annual salary is provided, with the premium being paid for by Scripture Union Scotland.

#### **7. HOLIDAYS**

The holiday year runs from 1 April to 31 March. Annual entitlement for a full-time post is 33 days paid holiday (this amount is inclusive of entitlement to local and national holidays).

**August 2018**

## Possible next steps

- If you would like to explore whether God may be calling you to apply for this role, then:
  - Contact Jackie Ringan for an informal, confidential discussion about the role – 0141 352 7622
  - Download the application and equal opps forms from our Website
  - Email your completed forms to:  
[vacancies@suscotland.org.uk](mailto:vacancies@suscotland.org.uk)
- Feel free to forward this pack to someone else you think may consider applying

## Don't forget

- Closing date – 1<sup>st</sup> October 2018
- Interviews take place on 9<sup>th</sup> October 2018

**Thanks for your interest**

[www.suscotland.org.uk](http://www.suscotland.org.uk)