

**JOB DESCRIPTION**

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| **Role:** | Volunteering & Training Manager |
| **Location:** | London (remote considered) |
| **Responsible to:** | Operations Manager |
| **Objective:** | To successfully establish, maintain and develop all volunteering activity, processes and materials within User Voice.  To develop and deliver a consistent approach to User Voice’s internal and external training. |
| **Salary:** | Up to £30,000 depending on experience |
| **Hours:** | 40 hours per week |
| **Holiday:** | 25 days per annum plus public holidays |
| **Probationary period:** | The post is subject to a six-month probationary period |

**USER VOICE**

User Voice is a charity led by ex-offenders. We are committed to making the criminal justice system work for everyone. We bring change for institutions, individuals and the agenda – by putting users at the heart:

* Change for institutions: **User Voice Councils** give decision-makers feedback and solutions from their service users. In 2020/21 over 13,000 service users were engaged through Councils, over 50 solutions were put forward by nearly 700 volunteer Council members and 95% were accepted for implementation.
* Change for individuals: with the right opportunity, encouragement and support, everyone can play an influential role in society through **User-Led Change**. Probation areas with a Service User Council have on average a lower reoffending rate than those that do not have Councils.
* Change in the agenda: bespoke consultations, **User Research** that gives decision makers the opportunity to hear, and act upon, service user insights.

User Voice represents the views of 1 in 4 people in prison and on probation in England and Wales.

**DUTIES AND RESPONSIBILITIES**

Volunteers and staff, mostly with lived experience of being in prison and on probation, are crucial to the success of User Voice. They support our mission of giving people a voice in order to change the system. In return User Voice gives them the opportunity, encouragement and support to move on in their lives.

The Volunteering and Training Manager will be responsible for establishing, maintaining and developing all volunteering and training activity, processes and materials within User Voice.

**Volunteering management**

* Developing and monitoring volunteer policies and procedures.
* Liaising with Regional Engagement Teams and Support Team to understand their volunteering needs.
* Generating appropriate volunteering opportunities and role descriptions based on the needs of User Voice.
* Raising staff awareness of the role and function of volunteers.
* Ensuring there is appropriate support and training for volunteers.
* Promoting volunteering through recruitment and publicity strategies and campaigns.
* Recruiting and/or supporting the recruitment of volunteers and ensuring they are appropriately matched and trained for a position.
* Developing and delivering appropriate induction and training for volunteers.
* Monitoring, supporting, motivating and training volunteers and their work.
* Celebrating volunteering by nominating volunteers for awards and organising celebration events.
* Organising profile-raising events to attract new volunteers.
* Managing budgets and resources, including the reimbursement of expenses.
* Keeping up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes.
* Monitoring and evaluating activities and writing reports to evidence the success of volunteer programmes.
* Collecting volunteer information, availability, and skills, and maintaining an up-to-date database of volunteers’ activity.

**Internal training**

* Identifying training and development needs within User Voice through job analysis, appraisal schemes and regular consultation with relevant Regional Managers and Team Leaders.
* Designing and expanding training and development programmes based on the needs of the organisation and individual staff.
* Considering the costs of planned programmes and keeping within budgets.
* Assessing the return on investment of any training or development programme.
* Developing effective staff and volunteer induction programmes.
* Producing training materials for in-house courses and sourcing relevant external training for staff.
* Managing the delivery of training and development programmes.
* Ensuring that statutory training requirements are met.
* Evaluating training and development programmes.
* Amending and revising programmes as necessary, in order to adapt to changes occurring in the work environment.
* Helping line managers and trainers solve specific training problems, either on a one-to-one basis or in groups.

**External training and development**

* Design accredited and non-accredited training to project participants.
* Deliver, along with other User Voice trainers, external training programmes.
* Lead on the training and monitoring of User Voice trainers.
* To work with the external provider who undertakes verification tasks, including co-ordination of the assessment process, sampling of assessed work and standardisation of assessment practice.
* Ensure accurate records of learners are kept on file.
* Liaise with external accreditation bodies and external verifiers to ensure that User Voice meets their required standards as a recognised training centre.
* Undertake the role of training accreditation Centre Manager and other similar roles.

In addition to the above duties, the post holder will be required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual’s skills, abilities and grade.

**PERSON SPECIFICATION**

Essential:

1. Demonstrable and relevant experience of accredited training delivery and development
2. Demonstrable and relevant experience of managing multiple projects
3. Demonstrable and relevant experience of managing and supporting volunteers or small teams, ideally ex-offenders
4. Demonstrable experience of overseeing organisational training systems and processes
5. Demonstrable experience of developing and delivering induction and training
6. Demonstrable and relevant experience of managing budgets
7. Well organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands
8. Ability to work effectively with colleagues and external stakeholders at all levels
9. A strong and demonstrable commitment to the aims and values of User Voice
10. A strong and demonstrable commitment to the promotion of equality and diversity

Desirable:

1. Experience of the criminal justice system and/or other associated systems as a service user with the ability and motivation to harness this experience positively in working with service users
2. Demonstrable experience of engaging criminal justice service users to a high standard
3. Demonstrable and relevant experience of managing, motivating and supporting large teams, ideally ex-offenders, to ensure effective delivery
4. Demonstrable experience of generating income and other business development activities

**FURTHER INFORMATION**

**Equality and diversity**

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

**Disclosure and Baring Service (DBS) checks**

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant’s criminal record, considered alongside evidence of the applicant’s rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.