

Job Description: Volunteer Programme Manager

Accountable to: Head of Programme

Location: Corrymeela Centre, Ballycastle

Introduction

The Corrymeela Community is an Ecumenical Christian Community committed to the work of reconciliation both locally and internationally. In 1965, the Reverend Ray Davey and a group of students from Queens University established a residential centre in Ballycastle where people of all faiths, political opinions and backgrounds could come together.

Corrymeela is a community that draws people together to engage with difference, heal division and support peace reconciliation in Northern Ireland and beyond.

Every year, we welcome thousands of people to our Centre at Ballycastle and into our community-based programmes to explore difference together and discover new ways to live well together. We particularly welcome people who have been marginalised by injustice and inequality, and who have experienced trauma.

Our staff, volunteers and community members are drawn from a wide range of backgrounds and faith traditions, and work together to contribute towards building a more cohesive and hope-filled society for everyone.

Overall Purpose

The Volunteer Programme Manager's overall purpose is to recruit, train, support and retain a dedicated team of volunteers, acting as a crucial link between the volunteers, staff and members. This role involves ensuring volunteers are well-supported, engaged and able to contribute.

Key Tasks

1. Recruit, manage and co-ordinate training for a team of residential volunteers and non-residential volunteers to support our staff to deliver our mission. This includes community members, who often act as volunteers in roles such as community presence.

2. Develop and nurture a culture of openness, allowing volunteers to take risks, encourage self-reflection, and express ideas and concerns during their time with Corrymeela while ensuring their physical and emotional wellbeing.
3. In line with our organisational plans, develop and deliver an annual volunteer implementation plan and provide regular reports to the Senior Management Team (SMT). Ensure the programme is benefiting volunteers and in alignment with the Corrymeela Charter and our Strategy.
4. Develop and manage the volunteer programme in accordance with our policies and procedures. Ensure all volunteers align with Corrymeela's Code of Conduct policy and the programme operates within current legislation and volunteer best practice.
5. Provide line-management support for each of the residential volunteers, with input from key stakeholders, to ensure their placement benefits them and our mission.
6. Support volunteers to integrate well into the community, by ensuring good communication and nurturing good relationships between volunteers, staff and members.
7. Develop a network of non-residential volunteers to support our mission.
8. Sustain and develop relationships with local and global partners who can help recruit volunteers.
9. Maintain up-to-date, high quality volunteer records on our systems and ensure compliance with appropriate external agencies.
10. Be responsible for building and maintaining the volunteer rota, managing all logistics including volunteer leave and other associated administrative duties.
11. Oversee the volunteer UKVI/Passport/Visa documentation and ensure compliance of HM Government immigration requirements.
12. Produce and manage the Volunteer Department budget.

Any other reasonable duties as requested by the Head of Programme.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.

Flexible Work Patterns

It is the nature of the work of Corrymeela that tasks and responsibilities are unpredictable and varied. All staff are required to work in a flexible way to meet the needs of the organisation. This will include evening and weekend working from time to time.

Statement on Confidentiality

It is in the nature of the work of Corrymeela that staff become aware of information that will be sensitive and/or confidential. It is crucial that this information is maintained in strictest confidence, within the context of Corrymeela's policies and procedures, and that failure to do so will be viewed as gross misconduct and will be subject to the appropriate level of the disciplinary procedures.

Safeguarding Policy

We require all staff and volunteers to work according to Corrymeela's Safeguarding Policy. Where appropriate, offers of employment are subject to a check by AccessNI. A copy of the AccessNI Code of Practice is available on request.

Employment of Ex-offenders

Corrymeela has a policy on the recruitment of ex-offenders. A criminal record will not necessarily debar anyone from being offered employment.

General Responsibilities

- Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner.
- All staff must comply with the Corrymeela Community No Smoking Policy on Corrymeela premises and while on duty for the charity.
- All duties are carried out in compliance with Corrymeela's Health and Safety Policy and Statutory requirements.
- The Corrymeela Community is an Equal Opportunities Employer. You are required to adhere to Corrymeela's Equal Opportunities Policy throughout the course of employment. Staff should be familiar with the Corrymeela Community Charter.
- To ensure the ongoing confidence of the public in the staff of Corrymeela Community, staff must ensure they maintain the high standards of personal accountability.

Further Information

Further information regarding entitlements and staff policies will be found in a comprehensive staff handbook, presented to staff upon commencement of employment.

Personnel Specification

Volunteer Programme Manager

Location:

Corrymeela Centre, Ballycastle.

Travel elsewhere may also be required to meet the needs of Corrymeela.

Contract Type:

Full time, permanent.

Hours:

37.5 hours per week, flexibility in working hours are required to fulfil the obligations associated with the post.

Salary:

£34,693

Pension:

A Corrymeela Community Pension scheme is in operation.

Notice Requirement:

Three months' notice.

Probationary Period:

A six-month probationary period will apply.

Terms & Conditions of Employment:

2 satisfactory references are required, one which must be from a current/previous employer.

Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other forms of ID that will be outlined if no passport is available.

Evidence of relevant academic and professional qualifications.

Evidence of appropriate vehicle documentation.

Essential Criteria:

The Volunteer Manager must have demonstrable evidence of the following:

1. A relevant third level educational qualification and two years' experience in volunteer management, social work or youth work.

OR

Three years' paid experience in volunteer management, social work or youth work with a minimum of 2 A-Levels or equivalent and, GCSEs in Maths and English.

2. Proven track record in recruiting, training and managing staff and/or volunteers to develop professionally and deliver organisational outcomes.
3. A clear understanding of Corrymeela's mission and a commitment to its ethos.
4. At least one year's experience in developing and delivering annual plans and budgets.
5. Outstanding interpersonal skills, including evidence of building and leading teams, negotiation and conflict resolution skills.
6. Effective organisational, administrative and IT skills, including proficiency in Word, Excel and PowerPoint.
7. Demonstrable experience in managing relationships with key internal and external stakeholders.
8. Current full driving licence (Valid for use in the UK) and access to a car on appointment. This criterion will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport, which will permit the applicant to meet the requirements of the post.
9. Satisfactory pre-employment check which will be conducted via AccessNI (Corrymeela will conduct this prior to appointment).
10. Legal status to work within the UK.

Desirable Criteria:

1. Relevant qualification in in management, coaching, mentoring, teaching, training and/or mediation.
2. Experience in the peace building / conflict mediation sector.
3. Experience of building community in a residential setting.