



Job Description

Title:	Volunteer Experience and Engagement Officer
Accountable to:	HR Advisor, Retail and Volunteer Operations Manager
Responsible for:	
Location:	Based at Leamington Spa National Office with some hybrid working
Contract Information:	21 hours per week across a minimum of 3 days Permanent
Salary:	£15,288 actual (£25,480 FTE)
Benefits:	25 days holiday plus bank holidays (pro-rotta for part time contracts) Pension Scheme Flexible working arrangements Birthday leave after 1 years' service. Paid mileage for travel to locations other than base location.
Internal Relationships:	Directors and Heads of departments HR Team All staff within Services and Income Generation Teams
External Relationships:	Volunteer Centres Local Communities Local Councils Associations that support volunteer management Training providers

Main Purpose of Job

The Volunteer Experience & Engagement Officer plays a key role in ensuring that volunteers have a positive, meaningful, and impactful experience with the charity. This role is responsible for recruiting, supporting, engaging, and retaining volunteers, while fostering a strong sense of community and alignment with the organisation's mission.

Key Responsibilities

Volunteer Recruitment & Onboarding

- Develop and deliver effective volunteer recruitment strategies
- Manage volunteer applications, interviews, and selection processes
- Coordinate onboarding, inductions, and training sessions
- Ensure all volunteers are safely and appropriately onboarded (including checks where required)

Volunteer Experience & Engagement

- Act as the main point of contact for volunteers, providing ongoing support
- Design and implement initiatives to enhance volunteer satisfaction and engagement
- Organise events, recognition programmes, and feedback sessions
- Build a strong, inclusive, and motivated volunteer community

Retention & Development

- Monitor volunteer engagement and identify opportunities to improve retention
- Provide opportunities for skills development and progression
- Address concerns and resolve issues in a timely and supportive manner

Communication & Coordination

- Maintain regular communication with volunteers through newsletters, updates, and meetings
- Work closely with internal teams to match volunteers to suitable roles
- Ensure clear role descriptions and expectations for all volunteer positions

Monitoring & Reporting

- Track volunteer data, hours, and impact
- Collect feedback and evaluate volunteer programmes
- Produce reports on volunteer engagement and outcomes

Safeguarding & Compliance

- Ensure all volunteering activities comply with organisational policies and safeguarding standards
- Promote a safe, respectful, and inclusive environment for all volunteers

Key Outcomes

Growth in Volunteer Base

- Increase in the number of active volunteers
- Strong pipeline of new applicants from diverse backgrounds
- Reduced time to recruit and onboard new volunteers

High-Quality Volunteer Experience

- Positive volunteer satisfaction scores (e.g. via surveys/feedback)
- Volunteers report feeling valued, supported, and connected to the mission
- Consistent delivery of a structured and welcoming onboarding experience

Volunteer Retention & Commitment

- Improved volunteer retention rates over time
- Increased average length of volunteer engagement
- Higher levels of repeat participation and commitment

Engagement & Community Building

- Regular and well-attended volunteer events, communications, and initiatives
- Strong sense of community and belonging among volunteers
- Increased participation in engagement activities (meetings, training, events)

Effective Volunteer Deployment

- Volunteers are well-matched to roles aligned with their skills and interests
- Positive feedback from internal teams on volunteer contributions
- Reduced gaps in volunteer coverage across departments

Measurable Impact of Volunteering

- Clear tracking of volunteer hours and contributions
- Demonstrable impact of volunteers on service delivery and beneficiaries
- Ability to evidence volunteer value for reporting and funding purposes

Strong Communication & Relationships

- Consistent, clear, and engaging communication with volunteers
- Positive relationships between volunteers and staff teams
- Timely response to volunteer queries and concerns

Compliance & Safeguarding

- All volunteers appropriately trained and compliant with policies
- Safeguarding standards consistently upheld
- Minimal incidents due to clear processes and proactive management

Corporate Behaviours

Life 2009 expects staff to:

Work towards the charity's aims and objectives, and uphold its vision and mission • Operate in line with our core workplace values which are:

Humanity – All people are special and equal -

Solidarity – We are with you and for you

Community – We are better together

Charity – Doing good for one another

Common Good – Building a better world

Demonstrate respect for others and value diversity

Act responsibly regarding the health and safety of themselves and others

Focus on the client and customer, both internally and externally, at all times

Make an active contribution to develop the service

Learn from, and share experience and knowledge

Keep others informed of issues of importance and relevance

Consciously review mistakes and successes to improve performance

After Training, act as an ambassador for the charity and always maintain professional standards

Use discretion and sensitivity and be aware of issues requiring total customer confidentiality

Demonstrate a flexible approach to their work

Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

INTERNAL USE ONLY

Approved By:	Charlotte Cox
Date Approved:	16 April 2026
Issue Number:	1
Review Date:	16 April 2028

Person Specification

Post Title:	Volunteer Experience and Engagement Officer
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Abilities and Attributes

<u>Skills Characteristics</u>	<u>Essential</u>	<u>Desirable</u>
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	√	
Committed to the vision, mission and values of the charity	√	
Highly professional and confidential approach	√	
Ability to be proactive and take the initiative	√	
Highly organised with the ability to organise others	√	
A growth mindset; curious, proactive and open-minded to allow growth	√	

Experience, Knowledge and Qualifications

Strong communication skills, both written and verbal	√	
Ability to analyse data and produce clear reports	√	
Confident in working independently and making sound judgements	√	
Experience of working within a charity or voluntary sector	√	
Experience working with volunteers, community engagement, or people management	√	
Strong interpersonal and communication skills	√	

Ability to build relationships and motivate individuals	√	
Organised with good administrative and coordination skills	√	
Passion for the charity sector and the organisation's mission	√	
Experience in volunteer programme development		√
Knowledge of safeguarding and compliance in a charity context		√
Event planning or community-building experience		√
Familiarity with CRM or volunteer management systems		√

Personal

Committed to the vision, mission, and values of the charity	√	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	√	
Dynamic	√	
Ambitious	√	
Ability to work on own initiative	√	
Handles pressure of meeting deadlines and supports others where possible	√	
Motivated	√	
Commitment to own personal and professional development	√	
Ability to motivate others and work as part of a team	√	