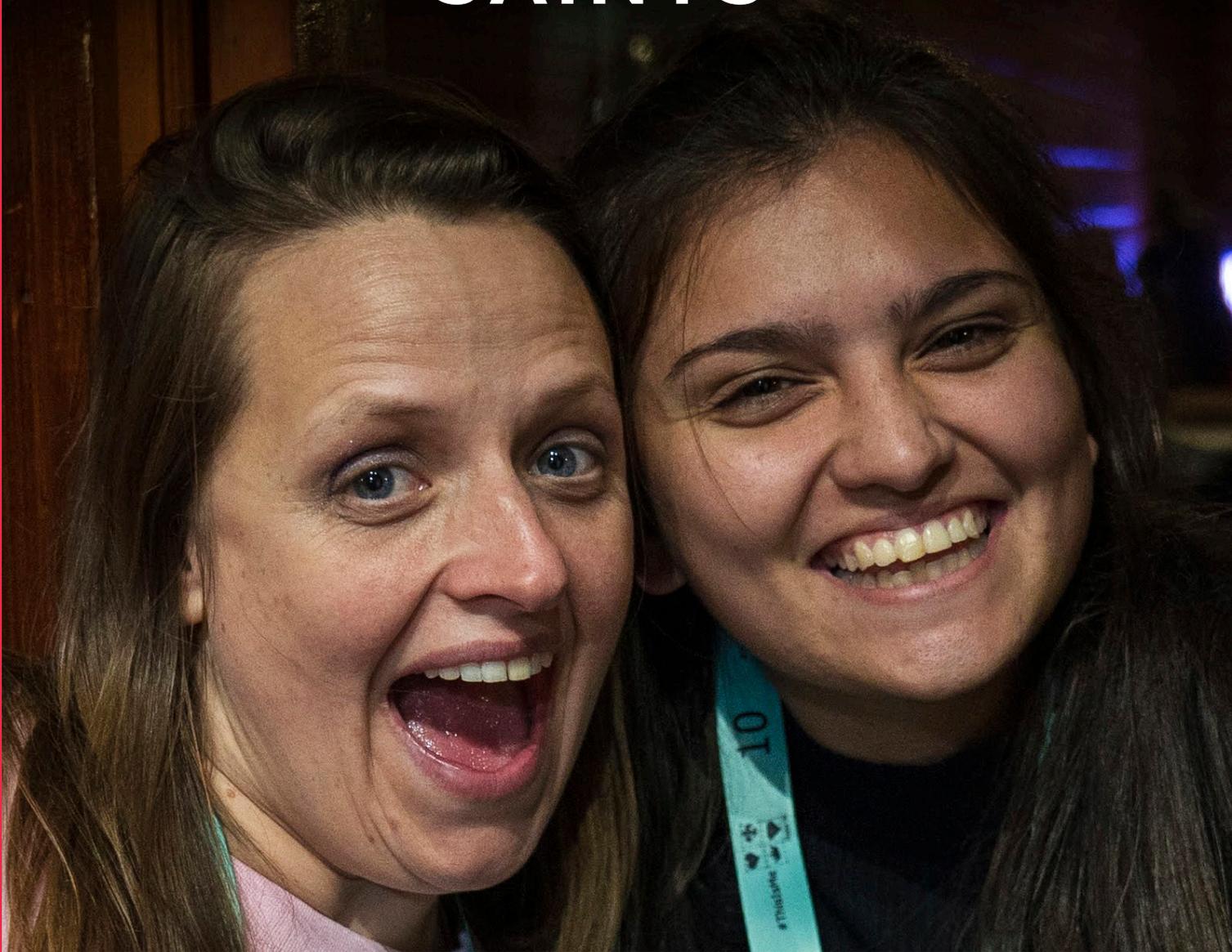




**URBAN
SAINTS**



Volunteer Support Manager

Information Pack



URBAN SAINTS

About Urban Saints

In 2019, 95% of young people do not actively engage with Church. The mission of Urban Saints is to make young disciples for Jesus, meeting young people wherever they are and introducing them to Jesus. Our vision is to be an effective disciple-making movement, reaching young people in every community in the UK and Ireland.

Our amazing volunteer leaders gather young people and children together with brilliant weekly groups, an exciting Christian programme, wonderful camps and overseas missions. Tens of thousands of children and young people have been loved, discipled and launched into the world to make a difference for Jesus Christ through Crusaders (our name until 2006) and Urban Saints.



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The Role

Overall Purpose of the Role

This is a key role that will sit within Operations but will be cross-departmental in scope and influence. The Volunteer Support Manager will be responsible for improving the Volunteer experience at Urban Saints by ensuring good communication, efficient systems and championing volunteer needs in house. It is clear that at present many volunteers do not feel as connected to US as we would like, so this role seeks build connections and support across all our activities (Groups, Camps, Overseas). Additionally, we want to improve the way we seek to support and train our 1500+ Volunteers.

Key Responsibilities

- Be an advocate for Urban Saints Volunteers.
- Lead and line manage the Volunteer Support Team.
- Act as Urban Saints Lead Safeguarding Officer and be the primary contact for any safeguarding issues.
- Key stakeholder in the adoption of new IT systems for volunteers.
- Hold oversight of the Urban Saints volunteer base.
- Ensure we have clear, concise and consistent policies for safeguarding and DBS checks.
- Ensuring that volunteers are recruited safely and supported with training.
- Responsibility for Safer Recruitment processes for allocated Camps and Groups.
- Audit, review and implement an action plan to ensure compliance of Urban Saints Groups and Urban Saints Camps across the nation.
- Work with the Overseas Team to ensure compliance of all Overseas Trips.
- Visit Groups and Camps around the UK as and when needed.
- Collect, analyse, and summarise operating information and trends on safeguarding, compliance and health and safety.
- Make recommendation of actions to be taken to ensure we are fit for purpose in the short, medium and long term.
- Create a quality control matrix to help identify risks in the running of Urban Saints Groups and Camps.
- Identify compliance training needs across the Group and Camp Leaders and make recommendations.
- Presenting progress reports to Operations Director.
- Deliver training for Group and Camps Leaders as and when necessary.
- Responsibility for ensuring that there is a designated liaison for each Urban Saints Group and Camp.
- Attend all relevant staff meetings.

(The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and level of the post.)

The Person

About You

We are looking for someone with experience of and passion for making the Urban Saints Volunteer experience exceptional.

You will be able to demonstrate the following:

Skills and Abilities

- A vocational mindset.
- Quality improvement.
- Strong influencing skills.
- Effective auditor.
- Ability to see the big picture.
- Willingness to travel occasionally to different UK locations as required.
- Ability to develop excellent relationships with a wide range of volunteers.
- Able to work collaboratively across the organisation while demonstrating both sound judgement and independence of mind.
- Ability to provide regular written reports.
- Strong representational, influencing and communication skills, including highly developed oral and written skills.
- A strong understanding of evaluation and monitoring methods with excellent skills in using data and evidence to drive quality and compliance.
- Excellent facilitation skills.
- Excellent project management skills.
- Ability to deliver training for volunteer Group and Camp Leaders as necessary.
- Strong IT knowledge, with a detailed understanding of and experience with programmes such as Microsoft Word, and Microsoft Excel or Google Sheets.
- Previous experience of using InDesign (desirable).

Knowledge and Experience

- Good knowledge of legislation, most importantly on Safeguarding, Health and Safety and GDPR.
- Understanding of the Charity context.
- Excellent knowledge of safeguarding guidelines and procedures.
- Line Management experience.
- Demonstrable experience with volunteers, including knowledge of volunteer recruitment and retention.
- Experience of working with youth organisations.

Desirable:

- A degree and relevant qualifications to the role would be an advantage.
- A proven long-term track record of delivering safeguarding, compliance and/or auditing.

Christian Ethos

Given that the organisation is seeking to live out a Biblical lifestyle following Jesus, there is an occupational requirement under Part 1 of Schedule 9 to the Equality Act 2010 that the applicant must be a committed Christian with an active faith.

Benefits

- 25 days holiday (pro-rata) plus eight days bank holidays.
- Pension scheme – we contribute 6% of gross salary to the Urban Saints pension scheme.
- Life assurance – you will receive life assurance cover to the value of four times your annual pensionable salary.
- Flexible working – we offer flexible working arrangements to optimise work/life balance.
- Volunteering days – you will have an opportunity to volunteer for one of our events or a similar charity of choice for up to eight days (pro-rata).

Terms and Conditions

Salary Range: Up to £35,000 p/a depending on experience

Contract: Permanent, starting January 2020, or as soon as possible

Hours: 37.5 hours a week

Location: Urban Saints Support Centre, Kestin House, Crescent Road, Luton.

All applicants must be committed to the aims, ethos and values of Urban Saints.

How to Apply

To apply for this role send an email to recruitment@urbansaints.org with:

- your CV
- a completed Recruitment Monitoring Form (*available at urbansaints.org/jobs*)
- a covering letter which includes answers to the following questions:
 - *Please tell us why you applied for this role and why you think you are the best person for the role?*
 - *Please outline below how your skills, knowledge and experience meet the requirements of the job description. You may draw on past employment and/ or out of work activities.*
 - *Your ability to build a positive, high performing and empowered team will be critical to this role. Please describe a time when you have done this effectively and outline the outcome.*
 - *Explain how you have managed change in the past (for example a new IT system, safeguarding procedures or health and safety across a department or organisation). What lessons have you learned in the process?*
 - *How are you seeking to live out your Christian faith at home, work, church and in your social life?*

The closing date for applications is Thursday 5th December 2019. Interviews will be held from 11th to 13th December 2019.