

Job Description

Volunteer Partnership Manager



Role Details

Role title	Volunteer Partnership Manager
Department	Memberships
Reports to	Director of Membership and Partnerships
Line manager for	N/A
Salary	£40k

Vision and Mission

Vision

As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of a specialist profession recognised, beyond the built environment, for its ability to enable people to transform organisations and their performance.

Mission

We empower professionals to upskill and reach their potential for a rewarding, impactful career. We do this by advancing professional standards, offering guidance and training, developing new insights and sharing best practice.

The company has a strong culture based on our values

- Confident and Bold
- Human and Inspiring
- Knowledgeable and InSync
- Active and Energetic

Social Value

We are a Disability Confident employer, Investor in People accredited, Living Wage employer, Good Business Charter employer. We offer charity days along with paid for social events and make efforts to reduce our impact on the planet.

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Job Purpose

The Institute for Workplace and Facilities Management (IWFM) could not deliver its strategic objectives without the passion, expertise, and advocacy of its active member volunteers.

The purpose of the role is to ensure that IWFM has the right framework in place to support and inspire our volunteer community, to work with our volunteer groups to deliver our strategy and provide tangible value to our members, the profession and to the Institute as a whole.

The successful candidate will have experience of implementing Investors in Volunteers, will be able to build and harness excellent trusted relationships with a dispersed network of volunteers and to work in partnership to deliver growth and impact to our Membership.

Key Accountabilities

You will also be responsible for putting volunteering at the heart of our work by:

- Increasing the breadth of opportunities our volunteers can engage with across our strategy
- Ensuring that IWFM is meeting the requirements of the Investors in Volunteering standard
- Working in partnership with our volunteer groups to drive growth in membership and other commercial products
- Working with volunteer groups to enable them to plan, deliver and measure the impact of their activities in line with the IWFM strategy
- Deliver appropriate interventions to encourage sharing of best practice across different volunteer committees and functions
- Encourage the development of a leadership style that seeks out the benefits of collaborative action whilst emphasising the importance of individual accountability
- Motivate the IWFM staff to understand how working with volunteers can add a multiplier effect to delivery and impact

Areas of Responsibility

- To work closely with volunteer groups to enable them to deliver their activities effectively through collaborative business planning in line with the IWFM strategy
- To ensure all volunteers across IWFM's Regional, National and Special Interest Groups are inducted and stewarded throughout their time as volunteers
- To be the main contact for wellbeing support to volunteers on their journey with IWFM

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- Be responsible for recognition and celebration of volunteers' contribution to the delivery of IWFM's strategy
- To manage the volunteer journey from beginning to end, including recruitment, and encourage continued advocating of IWFM on departure
- To work with colleagues to harness the capabilities within IWFM's CRM system to deliver a high-quality service to volunteers
- To organise training and support for volunteers relevant to their roles
- To use technology and other interventions to enable the sharing of best practice across different volunteer committees and functions
- To work collaboratively to ensure effective communication and alignment with other parts of IWFM working with volunteers
- Ensure internal stakeholders understand the role of volunteers and the contribution they can make so that all staff engage, support and empower the IWFM volunteer network
- Ensure the volunteer programme is regularly reviewed and constantly improving.
- Support the development of new groups where it is evidentially clear that they will support the delivery of the IWFM strategy
- To foster, and lead by example, a culture of collaborative working with the IWFM volunteer community in line with the behavioural code.

Role Specific Requirements

- Knowledge of current trends, resources and information related to volunteer management, in particular Investor in Volunteers
- Experience of volunteer engagement in a professional body context
- Strong interpersonal skills and the ability to deal with a diverse range of people and to manage conflict
- Proven experience of initiating and managing volunteer projects to deliver strategic objectives
- Experienced in delivering commercial outcomes with and through volunteers
- An empathy with volunteers and an understanding of their needs
- Capacity to inspire, influence and motivate others
- Ability to deal with information in a confidential manner and respond with sensitivity
- Good organisational skills and the ability to manage a variety of tasks.