



ROLE PROFILE

JOB TITLE:	Volunteer Recruitment and Staff Training Manager	SALARY:	Up to £28,000 dependent on experience
REPORTING TO:	Head of Youth Work	HOLIDAYS:	33 days including bank holidays (pro-rotta)
LOCATION:	HideOut Youth Zone	HOURS:	40 hours (flexibility required, including evenings and weekends)

KEY RELATIONSHIPS: Chief Executive, Head of Youth Work, HideOut Youth Zone staff, volunteers and stakeholders, and young people, Board of Trustees

MAIN PURPOSE

Open 7 days a week including school holidays, HideOut Youth Zone’s purpose is to help young people grow to be happy, healthy and successful adults. Our state-of-the-art £6.6 million building provides young people with a range of activities, giving young people the opportunity to try new things, meet new friends and gain support from friendly, warm and positive staff and volunteers. Facilities include a 3G pitch, climbing wall, fitness suite, sports hall and recreation area, and dance, arts, music and media suites.

The Volunteer Recruitment and Staff Training Manager holds overall responsibility for HideOut’s volunteer strategy and management of volunteers, recruiting, training and supporting them to work alongside qualified staff across the different sections of the Youth Zone and other projects. The post-holder will work closely with and provide integral support to the Head of Youth Work, to develop and deliver CPD and training for sessional Youth Workers and staff to provide quality youth sessions in line with operating principles and recognised youth work values and competencies. Co-ordinating all aspects of the volunteer’s journey, including recognising and celebrating achievements through to skills development to empower them to deliver high quality, open access youth work for our members.

DUTIES AND RESPONSIBILITIES - VOLUNTEER RECRUITMENT AND STAFF TRAINING MANAGER

- To develop, deliver and review the volunteer recruitment strategy across the borough to meet the target number of 100+ high quality volunteers active in the Youth Zone
- To develop a robust, compliant and efficient system to recruit, sign up, induct, train, develop and retain volunteers ensuring that volunteers’ motivations are assessed and matched carefully with opportunities
- To establish and maintain a database of volunteers, their skills, training and their work in the Youth Zone
- Provide ongoing communication and support to the staff team, partners and stakeholders to provide a supportive working environment for volunteers
- To develop a volunteer reward system and establish procedures for evaluating and recognising the contribution of volunteers.
- Liaise with the Youth Zone staff to ensure the quality of both the work of the volunteers and the training provided dealing with issues raised by or about volunteers



- Work with the Youth Work Manager to source accreditation and funding for training for volunteers, support the continuous professional development of Youth Zone staff (full time, part time and sessional youth workers) by developing and delivering a programme of targeted and relevant training on youth work practices and policies including organisational specific policies, procedures and quality standards.
- Develop and deliver appropriate training for our Young Leaders and Peer Mentors
- Manage the allocated budget for volunteering and training and other associated resources effectively and efficiently
- Contribute to the effective marketing of the Youth Zone to local communities including participating in events as required and effectively using social media relating to volunteer work
- Provide support and mentoring to Apprentices
- To carry out any other reasonable duties as requested by the Senior Leadership Team

DUTIES AND RESPONSIBILITIES - GENERAL

- Be a role model for young people and present a positive “can do” attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Represent Hideout Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using policies, procedures and practice (training to be provided)
- To assist with any promotional activities and visits that take place at the Youth Zone, positively contributing towards increasing Youth Zone membership.

PERSON SPECIFICATION

Selection Criteria*	Essential	Desirable
Experience		
Experience of recruiting, managing and motivating volunteers	Essential	
Experience of leading the planning and delivery of retention programmes	Essential	
Experience of designing volunteer training programmes and delivering training, including for those with low levels of literacy	Essential	
Experience of developing and implementing strategies and policies		Desirable
Educational / Vocational Qualifications		
Educated to Degree level in a relevant subject or equivalent experience		Desirable
Skills		
Ability to communicate the value of volunteers to all levels of an organisation and to create effective and productive staff / volunteer relationships	Essential	
Ability to enthuse, inspire and motivate others	Essential	
Ability to pay attention to detail, be thorough and organised	Essential	
Ability to work on own initiative and as part of a team	Essential	
Ability to work to under pressure & prioritise effectively	Essential	
Training and facilitation skills	Essential	
Strong interpersonal and networking skills		Desirable
Excellent verbal and written communication skills	Essential	
High standard of ICT skills, including the use of databases		Desirable

Selection Criteria*	Essential	Desirable
Knowledge		
Knowledge of current trends and practices relating to volunteer recruitment, management and retention	Essential	
Knowledge and awareness of issues affecting young people		Desirable
Personal Attributes		
Demonstrate a commitment to the goals and drivers behind The Youth Zone/ OnSide	Essential	
Enthusiasm and ability to contribute to the successful development of The Youth Zone.	Essential	
A willingness to work unsociable hours when required	Essential	
DBS clearance and committed to Safeguarding children	Essential	
The ability and willingness to travel to meetings and events both in the region and beyond	Essential	
Demonstrate a commitment to the goals and drivers behind The Youth Zone/ OnSide	Essential	
Enthusiasm and ability to contribute to the successful	Essential	

*Selection criteria for guidance only, alternative methods may be used to assist the selection process

HideOut Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

The strength of HideOut and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. For information regarding how the Youth Zone will process your data, please visit www.onsideyouthzones.org/applicant-privacy/

ONSIDE YOUTH ZONES NETWORK VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.

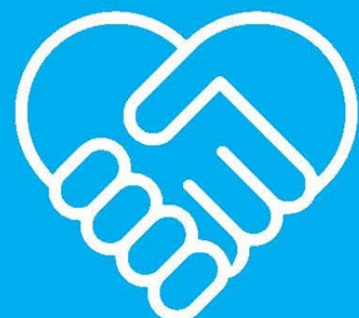


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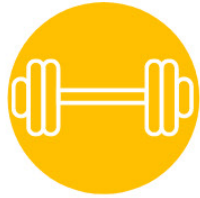
We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATIVE

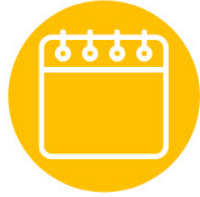
We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE



Onsite fitness gym & boxing / MMA suite



33 days annual leave pro rata



Secure cycle store



Branded workwear



Queen Bee's cafe



Flexible working



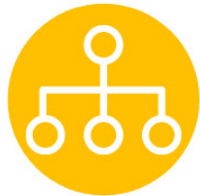
Learning and development opportunities



Partnership working



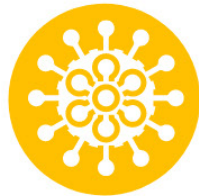
Working with like-minded people and cultures



Part of a wider network



Pension scheme



Covid related absence and special leave

Employee Assistance Programme

HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- **Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists**
- **Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)**
- **Family advice line on topics such as childcare & eldercare**
- **Legal information services including debt & financial information**
- **Critical incident and trauma support**
- **Occupational health services**
- **Crisis support**
- **"My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching**
- **Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines**
- **Support for line managers**
- **BrightTV and Wellbeing podcasts**