

# Senior Volunteering Partner

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

**Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.**

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

**Together with our supporters, we're working towards a world where dementia no longer devastates lives.**

# Our values

**Our values tell everyone who we are as an organisation.**

**Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.**

**Our values are evident in everything we do, how we do it and how we work together.**

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



## **Determined to make a difference**

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



## **Trusted expert**

We're listening, we're learning and we use experience and evidence.



## **Better together**

We're open, we combine our strengths and we achieve more together.



## **Compassionate**

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

# Senior Volunteering Partner

## Position in the organisation

Reports to the Volunteering Partnerships and Implementation Manager

Member of our Volunteering team.

Part of our People directorate.

## Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

Volunteers and volunteering are core to delivering the Alzheimer's Society's strategy and volunteers currently make up most of our workforce to provide Help and Hope. The role of Senior Volunteering Partner is to lead the Volunteering Partner approach to supporting Dementia Support and Partnerships. The Senior Volunteering Partner will support their own stakeholders as well as inspiring the Volunteering Partners they manage to provide a great service to enable the directorate to deliver their volunteering needs and priorities. They will develop and implement a structured and planned programme of work to improve the experience of volunteers and volunteer managers in the Dementia Support and Partnerships Directorate.

Using deep volunteering expertise as well as experience of voluntary income and the role of communities in health and social care, the Senior Volunteering Partner will build trust through meaningful relationships with senior managers and leaders across the organisation. They will work collaboratively across the Volunteering team as well as with the People Partnering team to ensure we provide a strategic and structured service to our stakeholders.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

## Key accountabilities and responsibilities

- Line management of the Volunteering Partners, empowering them to build and maintain key relationships in the Society, to understand functional priorities and requirements for volunteering.
- Leads the creation of a coordinated and planned approach to how we work with the Dementia Support and Partnerships directorate, providing strategic support and building relationships with key stakeholders.
- Leads on the development of short-term and long-term plans to embed how volunteering is part of changes in contracts alongside key stakeholders to ensure volunteers, volunteer managers and service users have the best possible experience.
- Builds credibility and trust-based relationships with managers and leaders across the directorates/functions, providing volunteering expertise and guidance to support Volunteer and Volunteer Role Manager experiences.
- Attends key manager and leadership team meetings across the organisation as and when required.

- Works closely with the People Partnering team building close communication and relationships to ensure support and alignment across our teams and the directorates we support.
- To lead on volunteering business elements that drive volunteer involvement, ensure compliance, support innovation and assure continuous quality improvement. For example: maintaining an overview of the current role development process as well as considering longer term solutions.
- Proactively listens and uses data and insight from directorate/functions to inform ongoing improvement to Volunteer and Volunteer Role Manager experiences. Shares directorate/functional trend data and insight with Volunteering Development team to inform wider strategic changes to volunteering experiences, or Experience team to support improvements and learnings in the operational support.
- Implements strategic changes within directorate/functions, in line with volunteering strategic plan, compliance and change programmes.
- To have a sound working knowledge and application of the Society's people management policies and practices.
- To deputise for the Volunteering Partnerships and Implementation Manager as and when required.

## **We are looking for someone who can...**

- Lead and inspire Volunteering Partners supporting Dementia Support and Partnerships to deliver an exceptional volunteering service.
- Apply expertise and knowledge of volunteering best practice to support delivery, and improvement of Volunteer and Volunteer Manager experiences.
- Share and apply experience of working in organisations that are funded through voluntary income, how contract changes can impact on experience and the importance of community engagement.
- Form collaborative working relationships with senior managers, leaders and subject matter experts (such as the People Partnering team), working in partnership with stakeholders to implement changes.
- Use data and insight to inform planning and decision making, as well as continuous service improvement.
- Be a self-starter, use initiative and a planned strategic approach alongside collaborating with colleagues across the immediate team.
- Champion Volunteers and Volunteer Managers, providing strategic and practical support and guidance to directorates/functions as needed.
- Demonstrate commitment to inclusive working, ensuring equality and valuing diversity.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.

- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.

## Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Expert knowledge of the value volunteers add and the impact they bring to organisations. Expert and up-to-date knowledge	A/I
of the law relating to volunteering and volunteering best practice, principles, and procedures.	A/I
Significant experience of volunteering and volunteer management, ideally in a large, geographically dispersed organisation.	A/I
Demonstrable knowledge and experience of implementing best practice solutions to drive a volunteering involving ethos and culture.	A/I
Knowledge and understanding of the role that communities and volunteers can play in health and social care.	A/I
Proven leadership and people management skills, able to develop a high performing team including leading and involving volunteers.	A/I
Experience of working in partnership with teams across an organisation to develop, plan and deliver a high standard volunteering experience	A/I
Experience of managing projects and programmes.	A/I
Competencies & personal attributes	Application (A) or interview (I)
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the Society.	A/I
Excellent communication skills, both verbal and written.	A/I
Work collaboratively and be able to prioritise individual and team workload effectively. Remain solution focussed and balance priorities across all areas of work.	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational and timekeeping skills.	A/I
Commitment to and understanding of equal opportunities.	A/I
Understanding of the inclusion agenda and its relevance within a diverse society.	A/I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)



# Our benefits



## Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



## Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



## Family & Dependents

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



## Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



## Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave