

JOB DESCRIPTION

ROLE	Volunteer Recruitment Officer (Leaders)
LOCATION	Raleigh Head Office, London
SALARY	£23,424 - £25,734
REPORTS TO	Volunteer Journey Manager
CLOSING DATE	14th March 2019
INTERVIEWS	20th & 21st March 2019
START DATE	ASAP (ideally the successful candidate will be available for handover sessions between 29 th March to 5 th April)

Introduction to Raleigh International

Today, more people than ever before are working together to create sustainable change around the world. Despite this, there is much more work to be done.

Raleigh International connects communities wanting to improve their lives and their environment with passionate people from around the world who want to take positive action.

We believe that when local communities and young people work side by side to create positive change, it empowers them. And it's the energy and motivation of empowered people that creates lasting change

We're a youth driven sustainable development charity, creating meaningful and long-lasting development impact. Our programmes focus on youth in civil society, livelihoods, natural resource management, and water, sanitation and hygiene.

Our way of working to achieve impact in all of these areas is by engaging young volunteers. We develop national youth led programmes and run the Raleigh Expedition for international volunteers.

We work in partnership with communities, non-governmental organisations (NGOs) and governments and corporate partners in Costa Rica, Nepal and Tanzania. Since our foundation as a charity in 1984, Raleigh volunteers have become a global community of more than 42,000 people committed to building a sustainable future.

The Raleigh Brand

Our Vision – the world we want to see

A global community working to build a sustainable future

Our Mission – why we exist

To create lasting change through youth

Our Values – how do we behave?

Our values are at the heart of our work. They guide how we do what we do. They are shared by our staff, supporters, volunteers, project partners and the communities with whom we work.

- **Find the courage**

We find the courage to step out of our comfort zone and create change.

- **Never give up**

We have the grit, determination and resilience to get the job done.

- **Open to discovery**

We are open-minded to trying new things and learn from one another.

- **Act with Integrity**

We act with honesty and respect, and we take responsibility for doing what we say.

- **Create Impact together**

We seek to maximise long-lasting impact in everything we do.

The Team

The Volunteer Journey team (VJT) sits within the Expedition team, who are responsible for the marketing, recruitment and pre-departure support of Expedition volunteers and volunteer leaders, and Raleigh alumni. VJT works to ensure all volunteers are supported on their pre-departure journey and safe to go overseas, including ensuring that all volunteers have reached their fundraising targets, have completed medical and safer recruitment checks, and are prepared to start their Expedition through training and support. VJT also recruits, assesses and allocates appropriately skilled leaders to run our overseas programmes.

Overall Purpose of the Role

To support the Volunteer Journey Team at Raleigh's London head office, focussing on overseeing recruitment of leaders on international volunteering programmes, which ensures the safe and effective running of Raleigh's overseas programmes, and contributes to achieving income targets from volunteer leader fundraising.

Responsibilities will include: managing a pool of volunteer facilitators who assess volunteer leaders; leading on assessment activities and providing feedback to candidates; responding to enquiries; providing specific and detailed information about our programmes and the requirements of different leadership roles; providing excellent customer care to maximize leader applications; ensuring fair and safe recruitment of volunteer leaders; and supporting the Volunteer Journey and Expedition teams wherever necessary.

Principle Accountabilities and Responsibilities

Customer Service:

- Work with the Volunteer Journey Manager and marketing team to increase participation from potential programme leaders to meet operational requirements.
- Provide excellent customer service to programme leaders through the start of their Raleigh journey, from initial enquiry through to application, assessment and placement.
- Handle telephone and email enquiries in a professional and timely manner, overseeing the shared inbox and online enquiries.
- Deliver feedback to candidates post assessment.

Delivery:

- Lead on the organisation and delivery of various recruitment and residential events including but not limited to Expedition Discovery Weekends, information events, fairs, exhibitions, and assessment days.
- Manage and recruit a pool of volunteers to assist with the delivery and support of events including information events and Expedition Discovery Weekends.
- Assist the Volunteer Journey Manager with the allocation of successful programme leaders.
- Work collaboratively with the marketing team to increase applications with the aim that demand exceeds the availability of roles.
- Interview candidates face to face and overseas via phone or Skype.
- Liaise with external agencies to support the pre-departure leader journey, including the Disclosure and Barring Service (DBS).
- Represent the team at relevant cross-departmental meetings and committees as required.
- Support other teams in head office as required.

Administration:

- Administrative preparation for recruitment and assessment events.
- Collate feedback and evaluation forms following events.
- Ensure safe recruitment of volunteer leaders by completing reference and DBS/police checks.
- Complete DBS administration including checking forms, chasing ID documents and address history, and logging details on the relevant database.
- Oversee the end to end administration process for leaders including initial enquiry through to application, assessment and placement.
- Responsible for updating and maintaining CRM database records (Netsuite), offline reports and providing management information when requested.
- To input into management reporting against agreed targets and KPIs.
- Monitoring of relevant areas of income in the Volunteer Journey budget.
- Input on content for leader sections of Raleigh's online training platform.
- Contribute to the development of internal systems and processes.
- Share best practice, ideas, learnings and successes within the team and organisation-wide to maximise the effectiveness of recruitment activities.
- Undertake ad hoc administrative tasks as required by the Volunteer Journey Manager.

Person Specification

Essential

- Commitment to the aims, ethos and culture of Raleigh International.
- Experience in a recruitment role.
- Ability to manage varied workloads, take initiative, problem solve and use methodical working practices.
- High degree of organisational ability to meet competing demands without compromising standards.
- Ability to work collaboratively within a team and across departments.
- Ability to provide excellent customer service to a wide range of enquiries, applicants and volunteers.
- Aptitude for thinking, in terms of opportunities and possibilities, and can generate new and creative ideas – ie. is not afraid to think 'outside of the box'.
- Comfortable working in a changing and challenging environment.
- Willingness to attend evening or weekend activities and a flexible approach to the hours worked to meet the demands of the role.
- Understanding of the need to maintain confidentiality over personal information relating to Raleigh staff and volunteers.
- Excellent interpersonal and communication skills, both written and verbal.
- Good presentation and facilitation skills.
- Ability to work well under pressure, prioritise workloads and work both reactively and proactively.
- Proven planning skills.
- Excellent relationship building skills.
- Competent with IT – eg. Microsoft Office & Outlook.

Desirable

- Knowledge of Raleigh's work and first-hand experience of a Raleigh Expedition / programme.
- Experience of interviewing, assessment and recruitment procedures.
- Experience of working with databases and writing reports.
- Experience of performance managing and developing staff.
- Previous volunteer management experience.

Other Information

Holiday entitlement

The holiday entitlement for full-time staff is 25 working days per year, plus 8 public holidays. Part-time staff receive a pro-rated entitlement.

Office hours

Normal office hours are Monday to Friday, 9.00 am - 5.00 pm, though staff can vary their start and finish times between 8.00 am – 4.00 pm and 10.00 am – 6.00 pm.

Weekend, early morning and evening working will be required in the following circumstances: to attend events and meetings and on overseas field trips.

This role requires approximately 8 weekends per year. You will receive Time Off In Lieu (TOIL) for weekend and evening work.

Employment eligibility

To be considered for this role applicants must have British Nationality or have a right to live and work in the UK.

Safeguarding and Vulnerable Adults

Raleigh International is committed to ensuring the health, safety, welfare and development of all young people with whom it works regardless of gender, age, stage of development, disability, sexual orientation, religion, culture or ethnicity. All participants who take part in activities organised by us should enjoy taking part in these without fear of harm. We guide all staff and volunteers to show respect for and understanding of young people's rights and their safety and welfare and by so doing, conduct themselves in a way that reflects our principles.

Anti-Corruption Policy

It is Raleigh International's policy to conduct organisation business honestly, and without the use of corrupt practices or acts of bribery to obtain or receive an unfair advantage.

Raleigh is committed to ensuring adherence to the highest legal and ethical standards of organisation conduct. This must be reflected in every aspect of the way in which we operate. We must conduct all our dealings with integrity. Bribery and corruption harms the societies in which these acts are committed and prevents economic growth and development.

Any breach of Raleigh's policy will be regarded as a serious matter and will be dealt with under our disciplinary procedure. In serious cases, it may be treated as gross misconduct leading to summary dismissal.