**JOB DETAILS**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Volunteer Journey Manager (maternity cover)</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>Head of Volunteering</td>
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<tr>
<td>Line responsibility for</td>
<td>Volunteer Journey Officer</td>
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<tr>
<td></td>
<td>Volunteer Recruitment Officer (Leaders)</td>
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<td></td>
<td>Volunteer Journey Intern</td>
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<tr>
<td>Department</td>
<td>Expedition Team</td>
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<tr>
<td>Location</td>
<td>Raleigh UK Office, London</td>
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<tr>
<td>Contract</td>
<td>Full-time, 1 year maternity cover</td>
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<tr>
<td>Salary</td>
<td>£36,914 – 38,909</td>
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<td>Other benefits</td>
<td>See Recruitment Pack</td>
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**JOB PURPOSE**

The Volunteer Journey Manager is responsible for leading a team that recruits volunteer leaders, and provides information, support and responds to enquiries from all volunteers to ensure that they are ready and prepared for international volunteering programmes (Expedition and Re:Green).

The key priorities for this role are:
1. To oversee the implementation and continual improvement of the volunteer journey, its supporting systems and communications plan.
2. To ensure volunteers are adequately engaged, supported and prepared throughout the volunteer journey, enabling them to fully engage with and participate safely in a Raleigh programme.
3. Development and delivery of the recruitment strategy for short term volunteer leader positions and recruit suitable candidates to volunteer on our programmes.
4. To meet income targets related to the volunteer leader positions in line with the budget.
5. To collaborate with and provide support to the Safety and International Operational Support team (SIOS) to provide operational support responding to operational complexities or incidents.

**JOB CONTEXT**

Now is the moment to renew, refresh, revitalise and relaunch our core volunteering programme, Raleigh Expedition, and to launch our new Re:Green programme – both must meet the challenges faced by this generation of young people. We will ensure all of our programmes continue to engage and ignite the passions and continued contribution of volunteers around the world.

Raleigh Expedition has over 35 years' experience of delivering meaningful leadership development programmes and creating impact with communities around the world. The programme remains unique in its global scope, history and ambition. It provides a solid foundation on which to continue and help young people meet the challenges of the post Covid-19 world.

We will apply our new vision, mission, and theory of change to our programmes. We will review our financial model, delivery format and look at how we can embrace new technologies. We will ensure we develop a truly inclusive programme, reaching a broader audience and engage a more diverse range of young people. We will focus on the views of young people in our global consultation so that Raleigh Expedition and Re:Green is fit to help them deliver their vision for the world. We will support young people from across the world by building their skills, broadening their horizons and global outlook, and developing their values through challenge-based experiential learning. We will support young people to develop themselves, find their people and the issues they care about, and understand their place in the world. We will ensure our volunteering programmes remain a key pathway to continued engagement of future generations of
contributors, collaborators, and initiators of change.

Change starts here.

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<tr>
<th>Links</th>
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<tr>
<td><strong>Tomorrow is Too Late</strong> – the research findings of a global consultation with young people</td>
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<tr>
<td><strong>Now is the Moment</strong> – Raleigh International’s 2020 to 2021 Bridging Strategy</td>
</tr>
<tr>
<td><strong>Action Not Excuses</strong> - a global youth-led environmental campaign supporting 100,000 young people to create green jobs, fight for zero waste and pollution, and reverse deforestation.</td>
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# KEY ACCOUNTABILITIES:

## Description

**Volunteer & Volunteer Leader Support and Administration**

- Line manage the Volunteer Journey Officer, Volunteer Recruitment Officer (Leaders) and Volunteer Journey Intern to provide high-quality pre-departure administrative and fundraising support to Raleigh participants pre-departure, ensuring all deadlines are met.
- Deliver and monitor a process of quality assurance on the support provided to all Raleigh participants.
- Ensure teams work closely with the Medical team to ensure all participants are medically screened within appropriate timelines.
- Lead on the design and implementation of administrative processes at each stage of the pre-departure journey to maximise efficiency within the team and streamline the volunteer journey.
- Lead on pre-departure operational processes and activities including visa management, DBS / police check clearance for UK and international volunteer leaders.
- Input to and implement DBS policy for all volunteer leaders on Raleigh programmes.
- Ensure team’s effective and accurate maintenance of volunteer records on a CRM database (NetSuite).
- Work with the IT team to develop database use to maximise efficiencies and support the implementation of any new CRM system.
- Manage and oversee assessments, flight bookings and flight changes for the bursary programme volunteers.
- Undertake account management responsibilities with external organisations / suppliers where required eg. Raleigh societies, bursary programme partners, and travel providers.
- Ensure excellent customer service throughout the end-to-end journey for volunteers and volunteer leaders.
- Support the delivery of training events.

**Volunteer Engagement**

- Support the development of Raleigh’s online learning platform to provide an appropriate learning journey for participants pre-departure.
- Review, develop and implement the Volunteer Support Strategy
- Work with the recruitment, training, programmes and in-country teams to review the provision of information at different stages of the volunteer journey to ensure that all participants are adequately prepared and receive consistent messaging.
- Lead on the ongoing development of pre-departure fundraising support for volunteers and leaders to meet income targets and support the development of a fundraising culture amongst Raleigh participants.
- Work across the organisation to develop and implement diversity and inclusion strategies to ensure support and materials are inclusive.
- Support and help deliver pre-departure training events for participants
- Oversee the development of a communications engagement plan for volunteers to minimise withdrawal rates at all stages on the volunteer journey.
- Collate and ensure Raleigh learns from volunteer and volunteer leader feedback.

**Volunteer Leader Recruitment**

- Review, develop and implement the volunteer leader recruitment strategy to ensure demand exceeds availability of roles, linking with the Marketing and Recruitment Team to maximise conversion of recruitment.
- Meet the organisation's income targets for volunteer leaders and ensure
contingency recruitment plans are in place if resource requirements are not going to be met.

- Ensure the schedule of volunteer leader assessment events has adequate capacity and fits with the recruitment schedule and support delivery of assessment events.
- Input into the ongoing development of the volunteer leader assessment events.
- Work with the Corporate Partnerships team to manage the recruitment of corporate Volunteer Managers and bespoke leaders.
- Regularly liaise with in country teams to ensure correct levels of staffing. Input into the design of internal recruitment funnels and ensure that the team update accurate information on a regular basis.

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<th>Staff and Financial Management</th>
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<tr>
<td>• Line manage and support the Volunteer Journey team (3 staff), including recruitment, induction, appraisals, and welfare.</td>
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<tr>
<td>• Lead on the budget planning and management for all income and expenditure within the Volunteer Journey budget (Volunteer Journey expenditure and Volunteer Leader Income)</td>
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<td>• Coordinate reporting against Volunteer Journey Team KPIs.</td>
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<th>Overseas Programme Support</th>
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<td>• Support and cover where necessary for the Global Operations and Safeguarding Manager, specifically providing support reactively to non-medical incidents and operational matters as they arise.</td>
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<td>• Undertake on-call Duty Manager duties (approx. one week in 5)</td>
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<tr>
<th>Other</th>
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<td>• Contribute to the development of internal systems and processes.</td>
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<td>• Work cooperatively and flexibly with other members of the organisation.</td>
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<td>• Work with external agencies to ensure success.</td>
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<tr>
<td>• Some evening and weekend working to support assessment and training events.</td>
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<td>• Undertake other duties as required by the Head of Volunteering.</td>
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PERSON SPECIFICATION

Essential

- Experience of delivering high calibre customer service and mapping out an effective customer journey.
- Experience of motivating, engaging, supporting and managing volunteers.
- Knowledge and experience of best practices in recruitment.
- Have experience of developing teams – including performance management & appraisals.
- Excellent organisational, planning, project management, and multitasking skills.
- Experience of managing budgets and finding efficiencies.
- Track record in management reporting and analysing data to identify and monitor trends.
- Be an enthusiastic and energetic role model who possesses a ‘can do’ attitude.
- Have well developed influencing, interpersonal, communication and networking skills with people and organisations from different social and cultural backgrounds.
- Be resilient and able to work well under pressure, prioritise a heavy workload and work both reactively and pro-actively.
- Excellent written and verbal communication skills over the phone, email, face-to-face, and via digital platforms (eg Microsoft Teams), including presentation / facilitation skills to a variety of audiences.
- Ability to work autonomously and take on responsibility without close supervision.
- Have a strategic outlook with the ability to work collaboratively and drive change where necessary.
- Aware of safety-related issues and have proven experience in risk/crisis management.
- Understanding, commitment and passion for Raleigh’s work.
- Strong IT Skills (CRM database, Microsoft Office, cloud systems).
- Language – fluent in oral and written English.

Desirable

- Completed a full Raleigh (or similar organisation’s) programme in a leadership position.
- Knowledge, experience and understanding of the youth sector.
- Experience of working with a diverse range of young people.
- Experience of being on-call and dealing with situations arising at unsociable hours.
- Experience of youth and adult development training and facilitation.
- Experience of working with DBS and safer recruitment policies.
- A good understanding of cultural, international, environmental and development issues.

Employment Eligibility

- To be considered for this role applicants must have British Nationality or have a right to live and work in the UK.
Equity, Diversity & Inclusion

Raleigh International welcomes applicants from all backgrounds, and we are keen to ensure our teams reflect the diversity of the UK and the young people we work with. We are dedicated to greater diversity and inclusion within our own organisation and strive to provide equal opportunities to people of all races, ethnicities, religions, genders, sexual orientations, gender identifications and abilities. We have a 'fair recruitment and selection' policy to help us ensure that our recruitment processes are conducted in a fair, non-discriminatory and legitimate manner. We encourage applications from underrepresented groups to help us deliver our exciting new strategy.

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.

Safety & International Operational Support