

**Bolton CVS**



# **Recruitment Pack**

**Volunteering and Development  
Services Lead**

**May 2018**

## Bolton CVS is recruiting

Bolton CVS is recruiting a '**Volunteering and Development Services Lead**' to join our Development and Communities Team.

### A message from the Chief Officer:

Bolton CVS is an organisation that focuses on quality, improvement, voluntary and community sector capacity building, connecting and strengthening assets in communities and enabling a positive experience for volunteers across the borough.

As Chief Officer, I'm constantly reminded about how Bolton CVS is an amazing organisation which continues to develop and deliver the right blend of services and support for the voluntary and community sector.

As an organisation we continue to see access to our services grow and last year:

- there were more than 24,000 visits to the Bolton Hub.
- we delivered one to one interviews with more than 200 volunteers.
- we connected individuals to volunteering opportunities 1,000 times.
- we provided tailored and intensive development support to more than 130 groups and organisations.
- we distributed more than £200k in grants and investments to make big things happen, with often small investments.
- we provided a range of accredited and non-accredited learning opportunities to over 500 representatives of groups and organisations.

...and we continue to diversify our offer based on what groups and organisations in Bolton tell us that they want and need.

Of course, life's not without challenge and we've seen significant cuts in our income over the past few years and we've secured new investment too to develop new services and opportunities.

**It's exciting to be recruiting to the team and I hope that you're ready and willing to take advantage of this exciting opportunity.**

**Darren Knight**  
**Chief Officer**

### About Bolton CVS

Bolton CVS is the local development and support organisation for the voluntary and community in Bolton. Established in 1990, our mission of '*working together to develop a diverse, strong and effective voluntary and community sector in Bolton*' drives what we do and how we do it.

As an organisation, we are constantly evolving to ensure that we're doing all we can to provide the training, development, guidance and advice that the 1,000+ voluntary groups and organisations in Bolton and the 36,000+ volunteers tell us that they need.

## What we do

Bolton CVS provides tailored, intensive and quality accredited support to the voluntary and community sector, an established and nationally accredited Volunteer Centre, an amazing array of grants and investments programmes and policy and research.

As an organisation we provide a voice for the sector at the strategic level both locally and at Greater Manchester and we share this information through our communications, our forums, workshops, events and through our one to one support with groups, organisations and communities.

**Our mission is:** *'Working together to develop a diverse, strong and effective voluntary and community sector in Bolton.'*

**Our vision is:** *'A sufficiently resourced and sustainable voluntary and community sector which successfully meets the diverse and changing needs of the people in Bolton.'*

**Our values are:** 'Friendliness, Fairness and Flexibility'.

Bolton CVS recognises that in order for a voluntary and community sector to thrive, it must be connected, supported and engaged. Everything we do focusses on our key strategic priorities of 'building strength' and 'building capacity' in Bolton's voluntary and community sector and is underpinned through our four strategic objectives:

- Promoting Quality and Equality in Bolton.
- Building Capacity and Assets in Bolton.
- Influencing change in Bolton.
- Preparing for the future in Bolton.

Bolton CVS currently has a total of 19 paid positions which enable us to achieve our outcomes and make an impact in Bolton and our team is supported by 25 volunteers.

## The role:

The focus of this role will be to:

- develop the connectivity and visibility of Bolton CVS volunteering services and group development offer across the borough.
- ensure that Bolton CVS's volunteering and group development services are accessible to diverse communities and to those individuals who aren't actively engaged or who are excluded.
- celebrate, champion and promote volunteering and volunteer-involving groups and organisations in Bolton.
- strengthening relationships between the public sector, private sector and the voluntary and community sector in Bolton through developing and delivering a range of community events and activities.
- increase the number of voluntary and community groups, organisations and individuals being connected to Bolton CVS volunteering and development services and monitor their journey.

### **Who we're looking for?**

We're looking for someone who sees the strengths in everyone and who can help individuals to realise their potential through volunteering.

You will be a highly motivated self-starter who can drive forward a programme of work to positively enact sustained change in Bolton's communities.

### **What you'll be doing?**

You'll be hitting the ground running and implementing a programme of volunteer focussed events, volunteer training, volunteer recruitment and sharing information across the borough.

You'll be managing Bolton CVS's Volunteer Services and Group Development Team, ensuring that we have visibility across the borough through outreach and engagement.

You'll need to sell and celebrate the potential of the voluntary and community sector and espouse Social Value in Bolton at every opportunity.

### **What you'll need if you're applying for this job?**

You will have knowledge of the voluntary and community sector, ideally with a Bolton focus.

You'll need to understand the strategic focus of volunteering and deliver services in accordance with person-centred volunteering.

You will need to have a flexible approach to work as you will be working early mornings, evenings and weekends in order to engage volunteers across Bolton.

## **JOB DESCRIPTION - Volunteering and Development Services Lead**

<b>Salary scale:</b>	Co-ordinator (NJC Scale 30 - 34) £27,358 - £30,756
<b>Hours:</b>	35 hours per week.
<b>Responsible to:</b>	Development and Communities Manager
<b>Responsible for:</b>	Volunteering Support Worker. Group Development Officer. Quality and Impact Officer. Community Asset Information Worker
<b>Contract:</b>	Permanent (dependent on continued funding)

### **Role summary**

The focus of this role will be to:

- ➔ celebrate, champion and promote volunteering and the voluntary and community sector in Bolton.
- ➔ ensure that volunteering is a positive, person-centred and fulfilling experience for all volunteers in Bolton.
- ➔ develop the connectivity and visibility of the Bolton CVS volunteering services and group development offer across the borough.
- ➔ strengthen relationships between the public sector, private sector and the voluntary and community sector in Bolton through developing and delivering a range of community events and activities.
- ➔ increase the number of people being connected to volunteering through Bolton CVS's volunteering services and monitor their journey.

### **Core objectives**

To drive and grow the Bolton CVS group development offer to Bolton based groups and organisations.

To lead the volunteering and group development team at Bolton CVS.

To actively promote and enable quality training and accreditation for groups, organisations, volunteers including trustees and managers of volunteers.

To develop partnership strategies and systems to effectively recruit, train and retain volunteers.

Champion and celebrate volunteer involving groups and organisations in Bolton.

### **Main responsibilities**

To be a key contributor to the Operational Leadership Team.

To ensure the Bolton CVS Volunteering Services takes the lead in supporting the increase in volunteering in Bolton.

To lead on training, learning and development opportunities for volunteers and volunteer-involving organisations in Bolton to build their skills and knowledge, including supporting induction and ongoing group development with partner agencies.

To contribute to strategic planning on volunteering at a local, regional and national level.

To lead and participate in campaigns on volunteer issues.

To make and sustain effective working relationships with key partners and to further develop opportunities for partnership working.

Increase the profile of, and access to, Bolton CVS's volunteering and group development services.

Strengthen the Bolton CVS volunteer services digital development and involvement solutions, including our website and database.  
Complete funding applications and create new opportunities for developing Bolton CVS's volunteering and group development offer and supporting future sustainability.  
Gathering and collating quantitative and qualitative data about volunteering and volunteer involving organisations in Bolton on a regular basis.  
Develop a comprehensive programme of voluntary and community sector development to ensure that volunteering is accessible to diverse communities and to those individuals who aren't actively engaged or who are excluded.

### **Developing Volunteering**

To co-ordinate and ensure the delivery and dissemination of good practice regarding volunteering locally via different forums and events.  
To assist volunteer-involving organisations to develop quality volunteering opportunities across Bolton.  
To develop links and positive relationships with other agencies and groups to encourage and support volunteering from under-represented communities.  
To work with the wider team to promote the understanding of volunteering and group development across Bolton CVS.  
To implement and develop Bolton CVS's framework for volunteering.

### **Line Management**

To provide regular line management support, one to one's and appraisals.  
Ensure staff training and development needs are met.  
To ensure that the principle of 'One Bolton CVS' is embedded.

### **Other duties**

To take responsibility for individual administration, delegating where necessary.  
To attend Team Meetings, events and to undertake mandatory training.  
To perform any other duties commensurate with these responsibilities, the grade of the post and skills and qualifications of the post-holder.

This job description is intended as an outline of the general areas of activity and responsibility for the post holder and may be amended in light of the changing needs of Bolton CVS.

<b>Person Specification - Volunteering and Development Services Lead.</b>	
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<b>Skills</b>	<b>Assessment</b>
Ability to develop systems to achieve accredited standards.	A
Ability to provide up to date, accurate and detailed information in reports and presentations which is accessible to a wide range of users and recipients.	I
Able to remain calm and effective and able to de-escalate in challenging situations.	A/I
Ability to communicate, consult and work effectively with people from a diverse range of backgrounds.	A/I
Able to plan and manage budgets.	A
Able to fully utilise MS Outlook, MS Word, MS Excel and MS PowerPoint to deliver excellent output.	A/T
Ability to work across the organisation, managing workload and time demands.	I

<b>Knowledge</b>	<b>Assessment</b>
An understanding of the issues facing volunteer-involving organisations.	A/I
A knowledge of charity governance, internal processes and supporting groups to achieve their potential.	A/I
A strong understanding of policies and best practice relating to volunteering.	A

<b>Experience</b>	<b>Assessment</b>
Experience of co-ordinating and leading volunteers.	A/I
Experience of leading, coaching and developing staff and teams.	A/I
Experience of running advice, workshops and information sessions for diverse groups.	A/I
Experience of establishing, developing and maintaining strong and effective partnerships.	I

<b>Qualifications and behaviours</b>	<b>Assessment</b>
A belief and a commitment towards Bolton CVS's mission, vision and values.	I
Able to work flexibly – including regular evenings and weekends.	I
Willingness and ability to undertake frequent travel throughout Bolton (and beyond) where required.	I
A commitment to equality, inclusion, positively promoting diversity and challenging inequality.	A/I
A commitment to your own personal training and development.	I

# **Bolton CVS**



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