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| <b>Job title</b>                | Project Support and Volunteer Manager                                 |
| <b>Reports to</b>               | Director for People Development and Quality                           |
| <b>Grade</b>                    | 6 - £19,966 per annum (pro-rata)                                      |
| <b>Hours</b>                    | 32.5 hours per week with an 8.30am start Monday-Friday                |
| <b>Paid holiday entitlement</b> | 27 days plus 8 bank holidays each year (pro-rata for part-time posts) |

### **Our mission statement**

To enable people with learning difficulties ('workers') to enrich their lives through work, developing relationships and building communities.

### **About us**

Brunswick Organic Nurseries is a registered charity (No.1010178) that offers productive supported work for adults with learning difficulties, known as 'workers'. Brunswick has grown and diversified since it opened in 1992 and now offers work activities in horticulture, gardening services, crafts, woodwork, cooking and office administration. We currently support around seventy adults with learning difficulties to work at Brunswick each week. Our workers are aged from 18 up to their 70s and have a broad range of skills. We are based in Bishopthorpe near York. More information can be found on our website at [www.brunswickyork.org.uk](http://www.brunswickyork.org.uk)

### **Main purpose of the post**

The Project Support and Volunteer Manager will lead and coordinate different support functions which enable the efficient and effective running of Brunswick. The post holder will coordinate staff and volunteer cover for Brunswick to ensure that groups and area functions are well resourced. They will be the lead for effective information and office systems to support both day-to-day administrative needs as well as organisational compliance. The post holder will organise (but not necessarily deliver) IT support across Brunswick and be involved in maintaining the Brunswick website. They will lead and/or support the coordination of Brunswick events and also provide senior management with some administration support.

### **What we're looking for from you**

We're looking for a natural and experienced organiser who is calm, efficient and able to offer leadership to develop our core support functions that are used across Brunswick. A substantial element of this role is ensuring that Brunswick has enough staff and volunteer cover to run and support our groups and functions. This support needs to be co-ordinated and to do this successfully, you will need to spend time keeping in touch with staff, volunteers and to some extent, workers, across Brunswick.

For volunteer coordination, we are looking for a friendly and perceptive individual who can create a vibrant, committed and enthusiastic volunteering community at Brunswick. Our volunteers are essential to help Brunswick run smoothly, support workers with their work and for the project to be successful. You will support staff and volunteers to use the Social Model of Disability in their practice and use it as a framework for how they support workers to learn, develop and change.

For staff cover, we are looking for someone who can get to know the workers, staff and functions of the different groups at Brunswick. You will need to be able to consider whether issues of safety, production or impact on others, leads you to prioritise one cover demand over another. This knowledge will of course develop over time but we need someone who can mentally hold all these sorts of variables and pieces of information to piece together the best plan of cover. We are looking for someone who can plan ahead and spot where cover is going to be needed or a problem. You also need to be able to think on the spot under pressure and arrange cover for staff absences that are unplanned, such as in the event of sickness.

Another part of this role is about providing leadership for effective administrative and IT systems. We're looking for someone who can develop new systems that are practical and simple to use and who can review existing systems with a view to continually improving them. Some of these systems will be used daily by staff across Brunswick such as timesheets whereas others will be used mainly by other office staff and management. We're looking for someone who can develop and manage a system to regularly review key documents such as risk assessments and policies to ensure organisational compliance.

You will also be a central coordinator for many Brunswick events and stalls and so you will need to be able to collaborate with multiple colleagues across Brunswick. Some events will be organised by our Social Club which is based at a different site and so we're looking for someone who can initiate communication and planning as needed with the people at the Social Club.

## **Core responsibilities, tasks and duties:**

### **Managing staff absences and coordinating staff cover:**

- Manage the staff holiday requests and absences system.
- Coordinate the provision of relief cover for staff absences, meetings and training.
- Be responsible for checking staff timesheets in conjunction with the Director for People Development and Quality in preparation for payroll.

### **Volunteer management and work placements coordination**

- Through all of the points below, to build a culture where volunteers are appreciated, valued, have clear boundaries, understand their role and their contribution; where they have opportunities to learn and develop themselves, and where there is a sense of fun, teamwork and celebration of volunteers and volunteering.
- Be responsible for all stages of the volunteer recruitment process and experience including promoting opportunities, being the first point of contact for enquiries, interviewing, induction, support, training and problem solving.
- Build relationships with external partners, staff and workers to help ensure that volunteers are utilised to the best effect and are well supported in their tasks and relationships with workers.
- Develop, review and improve volunteering policies, resources and training materials.
- Build communication and connections with volunteers beyond the day-to-day such as by writing our volunteer newsletter and coordinating some events for volunteers eg. to celebrate National Volunteers Week or to help organise a Christmas party for volunteers.
- Coordinate and support team occasional volunteering days from local York employers.
- Coordinate and support occasional work experience placements for young people.
- Maintain effective computer and paper-based office information systems.
- Develop a good awareness of legal issues and good practice around working with volunteers.

### **Core administrative functions, IT and organisational compliance**

- Lead and coordinate the office team in its delivery of high quality administrative support for core functions by effectively planning, developing, evaluating and problem solving as a team; as well as ensuring that the office is an organised and safe environment for all.
- Develop, use and review our core administrative systems including DBS records, staff timesheets, holiday and absence records, health and safety recording, risk assessments and worker absences.
- Support and lead work around organisational compliance including the schedule for updating policies, procedures, insurances, and risk assessments; and applying data protection principles to our systems.
- Develop a good understanding of our computer network, maintain appropriate records of IT equipment and software, organise IT support and keep abreast of updates and developments to improve our IT provision.
- Update the Brunswick website (currently under review for development), including adding new content.
- Manage purchasing of office and cleaning supplies and some utility contracts for Brunswick including gas, electricity, water, phonelines, internet and photocopier.

- Provide administrative support including to the senior management and to the Management Committee. This may include handling highly confidential information about individuals and Brunswick.

### **Support and development of office staff**

- Provide direct management support for the Project Support Administrators including supervision, annual appraisal and identifying training needs.
- To motivate, encourage and inspire the team you lead to cultivate meaningful relationships; to offer an excellent level of support to each other, volunteers and workers; and to deliver a high quality office and administration function.
- To establish and direct the overall work plan for the Project Support Administrators and any office volunteers.

### **Events and fundraising**

- To be the central coordinator for Brunswick events either based at the main site, or that require support from staff, volunteers and workers based at the main site and Social Club.
- To work closely with Brunswick Shop Team around the running of stalls at a variety of events.
- To organise and coordinate talks and presentations about Brunswick to local community groups and organisations.

### **Supporting workers**

This role will have regular contact with workers who call the office and who come into the office during the day.

- Use the Social Model of Disability as a framework to guide how you enable workers to learn, develop and change.
- Build positive relationships with workers, to support their wellbeing and development and when necessary, to be able to respectfully challenge and set clear boundaries.
- Share information appropriately and clearly with colleagues, management and with other relevant people in the individual's life with a good awareness of confidentiality, consent and respect for the individual.
- Provide support for workers if additional support is needed. This could very rarely include personal care, help with mobility or acting to keep a worker safe.

### **General responsibilities**

- To be flexible within the broad remit of the post and complete any other duties as may reasonably be required.
- To maintain and improve professional development through participation in training and development activities. Some training is mandatory.
- To use opportunities to change views and perceptions about impairment and disability, be they your own or those of others, including those of people with learning difficulties.
- To be a positive and professional representative of Brunswick in the wider community.
- To be aware of safeguarding both for workers and for volunteers who may be vulnerable themselves.
- To embrace and promote equal opportunities in the work we do.

## Knowledge and skills

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| Knowledge of volunteering issues   | E |
| Ability to retain and connect multiple pieces of information to coordinate staff cover rota  | E |
| A strong understanding of, or a willingness to develop an understanding of, the Social Model of Disability, and to use this model in practice.             | E |
| Strong active listening skills and observation skills for non-verbal communication   | E |
| Highly skilled in verbal communication and adapting communication to meet the needs of others including for people who communicate non-verbally.           | E |
| Knowledge of Makaton, or a willingness to learn it.  | E |
| Excellent inter-personal skills, relationship building and networking skills.  | E |
| Ability to write succinctly in clear plain English   | E |
| Strong IT skills in the use of Word, Excel, PowerPoint, email and internet use   | E |
| Ability to engage with and commission IT technical support and development when required   | E |
| To have a practical knowledge and awareness of health and safety   | E |
| Ability to support others and assertively, honestly and sensitively discuss issues.  | E |
| Ability to motivate people with enthusiasm and a positive, friendly attitude.  | E |
| Strong organisational and planning skills with an understanding of project management  | E |
| Able to prioritise and work under pressure to meet deadlines   | E |
| Ability to listen to others, evaluate options and then make a decision   | E |
| Ability to 'think on your feet', cope with unforeseen circumstances and make difficult decisions.  | E |
| Ability to record information to a very high standard and set up/use effective office systems  | E |
| Ability to practically apply confidentiality to day-to-day situations and conversations  | E |
| Ability to contribute to risk assessments as needed  | E |
| An understanding of equality and diversity issues, and a commitment to putting equality principles into practice.  | E |
| Awareness of safeguarding and child protection   | D |
| An understanding/experience of maintaining IT systems, data protection and IT security   | D |
| An understanding/experience of IT appropriate use policy and data protection legislation in handling sensitive data and personal records                   | D |
| Understanding/experience of managing website content and social media promotion  | D |
| Experience of managing IT hardware and software issues and maintaining tracking and audit records  | D |
| To have knowledge of learning difficulties and Autism.   | D |
| <b>Experience</b>  |   |
| Experience of office management / administrative systems development   | E |
| Experience of volunteer coordination and supporting volunteers   | D |
| <b>Personal qualities</b>  |   |
| A highly respectful and positive attitude towards people with learning difficulties which combines leadership and working with people as equal colleagues. | E |
| A strong commitment to and understanding of Brunswick's work.  | E |
| Confidence to lead and make decisions within your remit  | E |
| A capacity to be flexible and innovative in the changing circumstances of a medium-sized, highly participative, charity.                                   | E |
| Able to be a role model and have the confidence to have sensitive, tactful and at times,   | E |

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| challenging conversations   |   |
| To be a focused and confident problem solver and decision maker   | E |
| Emotional intelligence, patience and resilience with an ability to defuse problems quickly.   | E |
| To be highly self-aware and able to reflect on interactions with others, including a willingness to challenge and change your own assumptions and behaviours.   | E |
| Ability to work collaboratively and be a supportive colleague as part of our wider staff team   | E |
| To be enthusiastic champion for volunteers and volunteering at Brunswick  | E |
| To be able to keep calm under pressure and focus on working out the solution  | E |
| Highly trustworthy, punctual, honest and reliable   | E |
| To be calm, patient and have a generous attitude towards others but not be sentimental  | E |
| <b>Special criteria</b>   |   |
| Hours are usually worked between 8.30am – 4.30pm. There may be an occasional evening required for volunteer events (rare – probably once or twice a year) and administration support at evening Management Committee meetings (approximately 6 times per year). | E |
| Hours are usually worked between 8.30am – 4.30pm. The ability to attend occasional team meetings outside of these hours is desirable.   | D |
| To be willing to support at very occasional weekend fundraising events such as Springfest (once or twice a year).   | E |
| This post is subject to a Disclosure and Barring Service (DBS) check.   | E |

### Position of job in organisation structure

