



VOLUNTEER WELLINGTON | TE PUNA TAUTOKO
Your Community Connector

Position Description and Person Specification

Position Title:	Manager Member Services/Volunteers
Location:	Wellington Office
Reports to:	Regional Manager
Date:	March 2019
Hrs:	30 per week

Position Context: Volunteer Wellington is a community organisation that focuses on championing volunteering and building the capacity and capability of communities in greater Wellington. We work with 400 community-based agencies providing a diverse volunteer workforce needed to sustain their services and advance their mission and cause. We provide advice, mentoring, and professional development in the management of volunteers and equip community organisations to develop effective and inclusive volunteer programmes.

Our Vision

A strong and connected community and voluntary sector

Our Mission

To connect and build capacity and capability of the community and voluntary sector; to advocate for and champion volunteering in the Wellington region.

Our Values

- Embrace diversity
- Advocate for inclusiveness
- Act with respect
- Champion volunteering
- Operate with integrity

Our Guiding Principles

- We are committed to being a catalyst for community involvement – a continuous source of support for the community
- We believe that volunteering is “meaningful purposeful activity”.
- We are committed to developing innovative ways of matching and connecting people to voluntary roles in the community
- We believe that all motives for volunteering are valid
- We are committed to diversity in all areas of our work
- We are committed to being a promoter of and advocate for volunteering and the management of volunteers
- We are committed to developing the capacity of the community and voluntary sector in the Wellington region through professional development, support and mentoring
- The spirit of the Treaty of Waitangi and our Pacific context is a continuous source of inspiration in all aspects of our work

VOLUNTEER WELLINGTON

ROLE:	Manager Member Services/Volunteers
RELATIONSHIPS:	Reports to Regional Manager Volunteer Wellington
INTERNAL:	Volunteer Wellington management team and other staff both paid and volunteers in our three offices – Wellington, Hutt and Porirua
EXTERNAL:	Representatives from Volunteer Wellington member organisations, training facilitators and other stakeholders

MANAGER MEMBER SERVICES/EVENTS

PRIMARY OBJECTIVES

1. Manage and develop Volunteer Wellington's member services programme and expand the membership base
2. Stimulate and contribute to education and training in volunteering and volunteer management
3. Manage the recruitment and development of volunteers for the Wellington office
4. Manage, monitor and evaluate all aspects of the volunteer brokerage service
5. Organise and manage celebratory events/projects
6. Contribute to the fundraising effort

KEY TASKS

1. Develop, monitor and evaluate Volunteer Wellington's services to its member organisations, including:
 - managing and monitoring member services in Wellington including the development of a two yearly membership survey
 - managing the member organisation liaison programme and conducting feedback annually
 - encouraging member organisations to develop creativity and inclusiveness when engaging volunteers
 - facilitating opportunities for member organisations to support and share ideas with each other
 - promoting the value and importance of the Manager of Volunteers role
 - develop and update Volunteer Wellington's resources (tool kits, training guides, library)
 - contributing to Volunteer Wellington's bi-monthly newsletter and other educational materials
 - organising celebratory events for IVMD, IVD, NWV in collaboration with staff and interested parties
2. Manage, develop and deliver internal training and advice in areas relating to volunteer management, including:
 - capacity building for staff and organisations in working with volunteers
 - skill development for managers of volunteers
 - volunteer policy planning and development
3. Manage the recruitment and development of volunteers to carry out Volunteer Wellington's brokerage and information services and other specialist services as required including:
 - assessing the need for volunteers to enhance Volunteer Wellington's services delivery
 - further developing and implementing an effective volunteer management programme (recruitment, management support, recognition, evaluation)
 - conducting volunteer orientation and training
 - providing ongoing support and guidance for volunteers
 - ensuring volunteers receive the appropriate level of supervision
 - planning and implementing formal and informal volunteer recognition activities to recognise the contribution of volunteers to the organisation

- conducting ongoing evaluation of the programmes and services delivered by the volunteers and implement improvements when necessary
4. Develop an awareness of all Volunteer Wellington's projects both currently in action and those in the strategic proposal process
 5. Forge relationships with external training organisations to establish strategic partnerships
 6. Develop functional relationships with key organisations i.e., local authorities, training institutions and other influential organisations.
 7. Attend meetings, seminars, conferences when possible and appropriate
 8. Promote the profile of Volunteer Wellington amongst volunteers, community organisations, funders and other influential organisations including talks, seminars and workshops
 9. Through diverse media (social media, print, web, radio/TV), raise Volunteer Wellington's profile for prospective volunteers, community organisations and potential sponsors.
 10. Work with funding officer to identify opportunities and assist with funding applications when required.
 11. Write a monthly report for the board and contribute to the Annual report
 12. Undertake other duties compatible with the position as the Regional Manager may require.

SKILLS & COMPETENCIES REQUIRED

REQUIRED:

- Background knowledge and interest in the Community and Voluntary Sector and Tangata Whenua
- Understanding of the principles of volunteer management and organisational capacity development
- Facilitation and presentation experience and skills
- Experience in people management, preferably in the voluntary sector
- Curiosity and interest in stakeholder and community networks
- Strong oral communication ability, particularly in diverse cultural contexts
- Excellent written communication ability, including the ability to produce written reports, creative newsletter copy and social media copy
- Initiative to create opportunities and ability to carry them through
- Ability to build effective relationships quickly, with a diverse range of stakeholders
- Innovative thinking skills
- Proven experience of project evaluation and analysis
- Ability to work as an effective and collaborative team member
- Social media savvy
- Computer literacy in the MS Office

If you have the skills and attributes required please send a cover letter and your CV to Julie Thomson, Regional Manager julie@volunteerwellington.nz by **Friday 12 April**.